THIRD-PARTY MAINTENANCE

VOLUME II

VENDOR DIRECTORY, 1984

INPUT

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INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions. Continuing services are provided to users and vendors of computers, communications, and office products and services.

The company carries out continuous and in-depth research. Working closely with clients on important issues, INPUT's staff members analyze and interpret the research data, then develop recommendations and innovative ideas to meet clients' needs. Clients receive reports, presentations, access to data on which analyses are based, and continuous consulting.

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Planning Services For Management

Third-Party Maintenance

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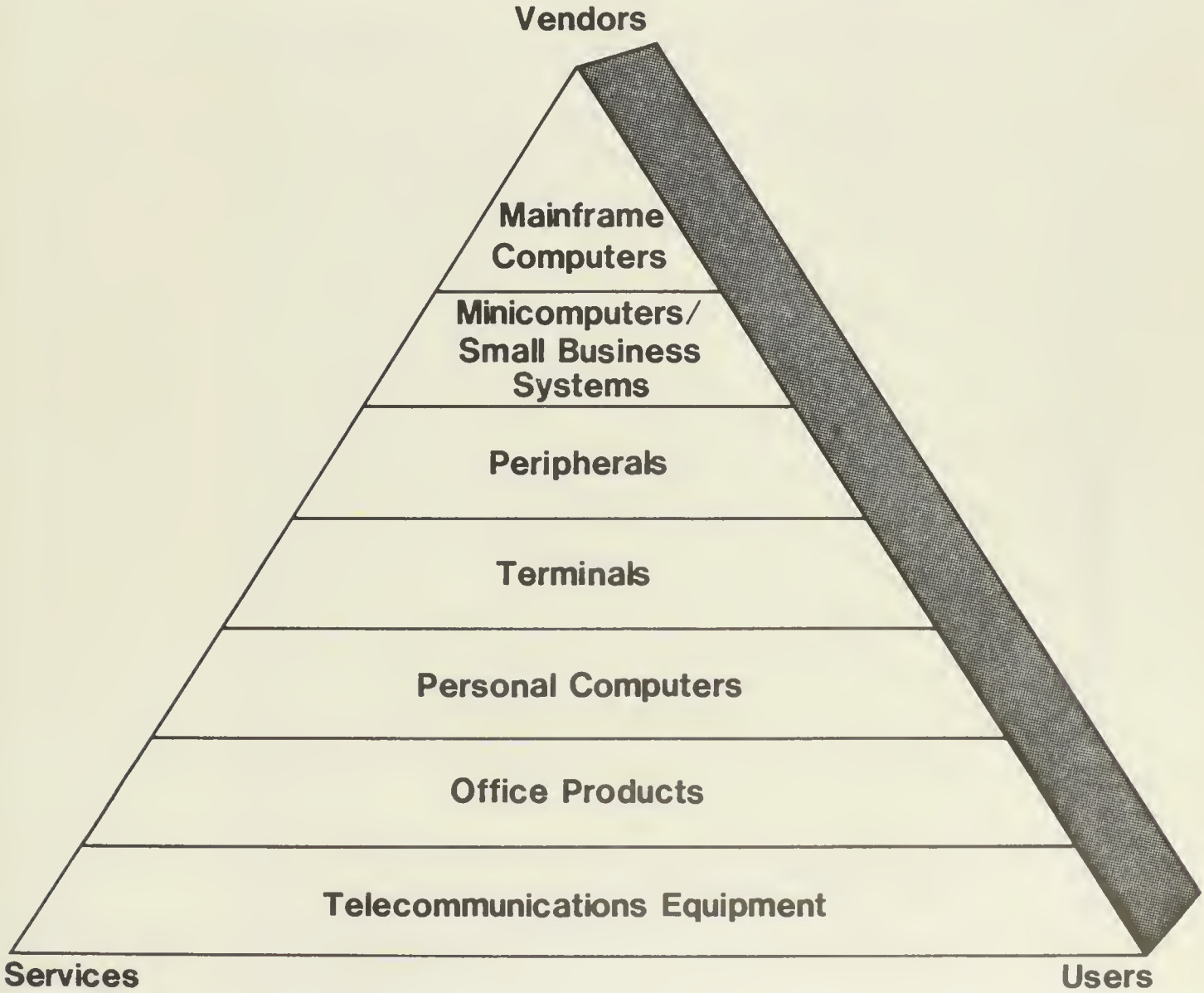
Volume II

Directory of U.S. Third-Party Maintenance Vendors, 1984



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THIRD-PARTY MAINTENANCE

VOLUME II

DIRECTORY OF U.S. THIRD-PARTY MAINTENANCE VENDORS, 1984

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I INTRODUCTION

I INTRODUCTION

A. USING THE DIRECTORY

- This Directory of U.S. Third-Party Maintenance suppliers was compiled by INPUT from the library of U.S. service vendors in the following manner. Each known service supplier was contacted by telephone to ascertain if it supplied TPM services and, if so:

  - The product mix serviced.

  - The brands of equipment serviced.

  - The geographic coverage.

  - The company size (number of field engineers).

- This data is provided for active companies only and excludes companies that use answering machines. The original alphabetical list used is given in Section I.B., but care should be used in referencing a company in this list. Companies referenced fall into three categories:

  - Active, ongoing service businesses with full-time staff, company offices, and operations.

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- Semi-active companies in the start-up phase.

- Dormant companies that maintain they are in business but offer only answering service/machine contact to the outside world.

- Profiles of the active TPM companies have been provided in Chapter II of this volume, and for all practical purposes they are the only current TPM vendors operating in the U.S. market today. Details on their markets, operations, competition, strategies, goals, and other data are analyzed in Volume I.

- INPUT has employed its best efforts in ascertaining the validity of the information contained in this volume, but it does not guarantee the accuracy of completeness of same. Clients may obtain referrals to any of the companies referenced here by contacting the INPUT hotline.

B. ALPHABETICAL LIST OF U.S. TPM VENDORS

- 3M/Equipment Service Support Division
- AABEX Electronic Services
- ABS Datasystems Corporation
- ADL Enterprises
- ADP Network Services
- AFI/Datatrol
- ARC Electronic Associates
- ASJ Support Service
- ATI Service
- Able Computer Service
- Accurate, Inc.
- Active Computer Enterprises, Inc.
- Albany Information Systems Inc.
- Allen Myland Inc.

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- Alpha Computer Corporation
- Alpha Merics
- American Computech, Inc.
- American Computer Hardware Company
- American Digital Company
- American Electronics Inc. of Columbia
- American International Machine Services
- American Teledata Corporation
- Amtec Computer Systems
- And All, Inc.
- Argos Inc.
- Arinco Computer Systems
- Arrow Electronics Communication Company Product Group
- Associated Computer Engineers
- Associated Computer Products Inc.
- Associated Data Services, Inc.
- Atlanta Minicomputer Associates, Inc.
- Automated Test Engineering
- BBA, Ltd.
- Baum Control Systems, Inc.
- Bell and Howell Service Company
- Benchmark Computer Systems, Inc.
- Binary Systems
- Braegen Corporation, The
- Bristol Babcock, Inc.
- Budget Computer Systems, Inc.
- Bunker Ramo Information Systems
- Business Equipment & Supply Company
- Business Equipment House, Inc.
- Butler Keypunch Company
- Byte Shop Computer Service
- Bytex Corporation
- C & L Terminals, Inc.

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- CAP-Info Systems Inc.
- CBC Services
- CCI Uptime
- CDC/Comma
- C. Itoh Electronics, Inc.
- CKT Test, Inc.
- CMA Microcomputer
- CMG Computer Services, Inc.
- CPS Inc.
- CPX
- CRT Systems, Inc.
- California Minicomputer Systems
- Cape Cod Computer Inc.
- Carterfone Communications Corporation
- Central Computer Services Corporation
- Circle Computer Services, Inc.
- Cirdata Corporation
- Cirvis, Inc.
- Clinton Computer
- Comm Basic Asso.
- Compu-Fix
- Compudata, Inc.
- Compupair
- Computech
- Computer Applications Company, Inc.
- Computer Board Repair Depot
- Computer Center
- Computer Engineering Assoc., Inc.
- Computer Equipment Services
- Computer Factory, Inc., The
- Computer Field Services, Inc.
- Computer Hardware Maintenance Co., Inc.
- Computer Hardware Service Company

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- Computer Maintenance Company
- Computer Maintenance and Leasing Corporation
- Computer Maintenance Corporation
- Computer Maintenance, Inc.
- Computer Management Assistance Company
- Computer Marketing Corporation
- Computer Mart, Inc.
- Computer Parts Exchange Inc.
- Computer Peripherals and Systems
- Computer Repair Center, The
- Computer Room, The
- Computer Sales & Service Corporation
- Computer Services, Inc.
- Computer Systems Support Corporation
- Computer Task Group, Inc.
- Computer Technology, Inc.
- Computer Terminal Service Corporation
- Computer Timesharing Corporation
- Computer Wholesalers, Inc.
- Computeration
- Comsel
- Comshare Inc.
- Constant Data Control Corporation
- Copy-Plus, Inc.
- Core House, The
- Creative Software, Inc.
- Credimation Systems, Inc.
- Custom Computer Specialist Inc.
- Cyberia Inc.
- Cybertype Corporation
- D&O Leasing Inc.
- DBIS
- DMA, Inc.

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- DMC Systems, Inc.
- DSI, Inc.
- Data Access Systems, Inc.
- Data Card Corporation
- Data Clean Corporation
- Data Collection Systems, Inc.
- Data Consultants
- Data Entry, Inc.
- Data Investors Corporation
- Data Processing Equipment Repair Corporation
- Data Products Maintenance Corporation
- Data Systems Services
- Data Systems of El Paso, Inc.
- Data/Tech Reliance
- Dataflex Corporation
- Dataforce Service Company
- Dataserv Computer Maintenance Inc.
- Datco, Inc.
- David Jamison Carlyle
- Decision Data Computer Corporation
- Delphi Data Systems Corporation
- Delta Data Systems Corporation
- Delta Systems, Inc.
- Delta Technology Ind.
- Digital Applications, Inc.
- Digital Business Systems
- Digital Data Systems, Inc.
- Digital Equipment Corporation
- Dow Jones & Company, Inc.
- E-O Data
- Eaton Corporation
- Edlund Industrial Electronics
- Electronic Engineering Company

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- Electronic Products Services, Inc.
- Electronic Systems Maintenance
- Electronic Systems, USA
- Electronic Ventures
- Essex Computer Service
- Exide Corporation
- Fessenden Computers
- Fisher Scientific Company
- Flank Associates
- Formation, Inc.
- Geiger and Krogh, Inc.
- General Computer Engineering Company
- General Diagnostics, Inc.
- General Electric Company
- General Instrument Corporation
- Gentry Associates, Inc.
- George Folvary Service Corporation
- Granada Data Systems
- Graumman System Support Corporation
- Greyhound Capital Corporation
- Gronert Electronics Corporation
- Grumman Data Systems Corporation
- Haltronics Corporation
- Hampton Business Machines
- Hanson Data Systems, Inc.
- Hardware Services Northwest
- Hawaii Biomed Services, Inc.
- Healthdyne Products Service Group
- Honeywell Building Services Division
- Honeywell Medical
- Hospital Data Center of Virginia, Inc.
- IDD/Micro
- ITT Courier Terminal Systems, Inc.

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- Imlac Corporation
- Incore Maintenance
- Indeserv
- Infortext Systems, Inc.
- Instrument Repair Labs
- Integrated Automation, Inc.
- Integrated Systems Engineering
- Integrated Systems Group, Inc.
- Interactive Service Corporation
- International Anasazi, Inc.
- International Computer Group
- Intron Corporation
- JCRR Inc.
- JDA Computer Services, Inc.
- J. H. Leskin Associates, Inc.
- J. L. Consulting Services Inc.
- JM Computer Associates
- Janisch Engineering
- Kalbro Corporation
- Kent Computers Corporation
- L. J. Broder Enterprises Inc.
- L.M.S. Technical Services Inc.
- Logical Solutions Company, Inc.
- Loonam Computer Products
- Los Gatos Circuits Inc.
- Lynx Information Systems
- M/A-COM Alanthus Data, Inc.
- MAI SORBUS Inc.
- MMI Computer Services
- MSC Computer Stores
- MSI Data Corporation
- MTTR, Inc.
- MU Systems

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- Magnetic Recovery Technologies, Inc.
- Marketechs
- Mavis Computer Systems Inc.
- McGraw Engineering
- McIntyre's Minicomputer
- Memory System Inc.
- Mid-West Depot
- Minicomputer Systems Inc.
- Moore Business Systems
- Moore Services, Inc.
- Morris Decision Systems, Inc.
- Mosler/American Standard
- Multi Systems
- NCR Corporation
- NPA
- National Advanced Systems
- National Business & Security Systems
- National Computer Communications
- National Computer Maintenance Inc.
- National Computer Systems
- Network Computer Services, Inc.
- New York Repair Depot, Inc.
- Newcorp Products, Inc.
- Norfield Data Products
- Northeast Services
- Odyssey Systems, Inc.
- Omnifax Computer Stores
- Omnitronics
- On-Line International, Inc.
- Orange Computer Corporation
- Ossmann Computer Technology, Inc.
- PCE Systems Inc.
- PSI Computer Services Inc.

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- Pacific Business Systems
- Peripherals
- Pertec Computer Corporation
- Philips Information Systems
- Plessey Peripheral Systems, Inc.
- Precision Methods, Inc.
- Pro Com Sales Corporation
- Pro-Mation
- Process Automation Corporation
- Production Control Services, Inc.
- Puget Sound Computer Service
- Pytec South, Inc.
- RCA Service Company
- R & M Associates
- Radian Corporation
- Randomex Data Maintenance Inc.
- Raytheon Service Corporation
- Reynolds and Reynolds
- Ricoh Corporation
- Rocky Mountain Computers, Inc.
- Royal Computer Services
- Ruf Corporation
- S&S Electronics Inc.
- SEA, Inc.
- S.A.I.D., Inc.
- Saga Engineering Corporation
- Sauer Computer Systems, Inc.
- Scopus Corporation
- Sector Systems Inc.
- Sedtronics
- Service Infosystems, Inc.
- Serviceland, Inc.
- Servitech, Inc.

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- Shields Business Machines, Inc.
- Simpact Associates, Inc.
- Sirius Computer
- Software Solutions Inc.
- Solutions, Inc.
- Spectrum International
- Staff Computer Technology
- Sycom, Inc.
- Systec, Inc.
- S stems Industries
- Systems Hardware Support, Inc.
- Systems Specialist Consultants
- TRW Customer Service Division
- Tekserv
- Tel-Tex
- Tele Terminals, Inc.
- Telefile Computer Products Corporation
- Terminals Unlimited Inc.
- Three Delta Corporation
- Token Corporation
- Tosc International Inc.
- Total Tec Plaza
- Total Technical Services
- Transnet Corporation
- Tristar Data System
- Tymshare
- URS
- Ultimate Computer Services
- Unitrace, Inc.
- Unitronix
- Victor Electronics Corporation
- W. A. Brown Instruments, Inc.
- Weatherford Computer Systems Group

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- Welling Electronics Service Company
- Western Computing Corporation
- Western Union Telegraph Company
- William Maxion Company
- William Miller and Associates Inc.
- World Computer Works, Inc.
- Wybrite, Inc.
- Wyle Laboratories
- Xerox Corporation
- Xmark Corporation
- Xyrtin Xolutions, Inc.
- Yankee Technical Industries

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II TPM SERVICE VENDOR PROFILES

TPM VENDOR PROFILE

3M/EQUIPMENT SERVICE SUPPORT DIVISION
515-3N, 3M Center
St. Paul, MN 55144
(612) 731-6586
(612) 731-6582

General Manager: Dale M. Stull
Manager: Gary H. Gerding
Business Development Operations Manager: Charlie W. Crews

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	999+
Service Locations:	14	**Field Engineers:**	999+
Geographic Coverage:	Entire U.S., Canada, and Australia	**Field Support Specialists:**	200-499
Repair Depots:	14	**Administration:**	200-499
		Managers:	200-499

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (disks, printers)
- Terminals (dumb, intelligent)
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Modems
- Front-End Processors
- Networks

BRANDS SERVICED

Tellabs, IBM PC and XT, Lear Siegler, Cable Share, TI, Televideo, Data Storage, DEC, Topaz 2, Hayes, and Racal Vadic.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	2%	Repair Depot/Carry-in	18%	Remote Support Services

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TPM VENDOR PROFILE

AABEX ELECTRONIC SERVICES
809 Wellington Street North
Kitchener, Ontario
Canada N2G4J6
(519) 744-1221

National Contract Manager: Rod Foster

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	350
Service Locations:	22	**Field Engineers:**	200
Geographic Coverage:	Canada, Europe, U.S.	**Field Support Specialists:**	50
Repair Depots:	23	**Administration:**	50
		Managers:	40

PRODUCTS SERVICED

- Minis
- Micros
- Peripherals (all)
- Terminals (all)
- Personal Computers
- Word Processors
- Turnkey Systems (all)
- Data Communications (all)

BRANDS SERVICED

Onyx, IBM, Grid, Sperry, Televideo, Epson, Okidata, Tall Grass, Paradyne, Norand, and Telex-Tulsa.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Service (future)

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TPM VENDOR PROFILE

ABS DATASYSTEMS CORPORATION
905 St. Germain
St. Cloud, MN 56301
(612) 253-8734

President: Dale Victor

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (printers)
- Terminals (dumb)
- Modems
- Systems Software
- Applications Software
- Personal Computers
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Corona, Apple, Altos, Franklin, Ohio Scientific, Chameleon, Radio Shack, and IBM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	X	Other: Data Processing		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

ADL ENTERPRISES
30 Broad Street
Denville, NJ 07834
(201) 625-8700

President: Bob Larocca

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	100-159
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Personal Computers
- Personal-Computer-Based Turnkey Systen
- Terminals

BRANDS SERVICED

Televideo, IBM PC, Wyse, Data South, Alpha, and Altos.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	60%	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

ADP NETWORK SERVICES
175 Jackson Plaza
Ann Arbor, MI 48106
(313) 769-6800

President: G. Michael Sears

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	20-59
Service Locations:	15	**Field Engineers:**	20-59
Geographic Coverage:	U.S. and Canada	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- DEC 2020
- Microdata Reality Series

BRANDS SERVICED

DEC and Microdata.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

AFI/DATATROL
Brent Drive
Hudson, MA 02154
(617) 568-1411

President: Ed Olson

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	160-199
Service Locations:	67	**Field Engineers:**	160-199
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	4	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software

BRANDS SERVICED

DataTrol, Addressograph, all CRTs, and DEC PDP-8 1104.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

20%	On-Site Maintenance	80%	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

ARC ELECTRONIC ASSOCIATES
905 Bassett Road
Westlake, OH 44145
(216) 835-8400

President: Phil Ardire

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	10
Service Locations:	7	**Field Engineers:**	7
Geographic Coverage:	Ohio, Michigan, and Pennsylvania	**Field Support Specialists:**	2
Repair Depots:	7	**Administration:**	1
		Managers:	1

PRODUCTS SERVICED

- Modems
- Networks

BRANDS SERVICED

Racal Vadic, Gandalf Data, Tellabs, Cenoga, Dynapac, and Gemlink-GE Microwave.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

ASJ SUPPORT SERVICE
6922 Sunnydale
West Melbourn, FL 32901
(305) 723-7673

President: John W. Banko

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	20-59
Service Locations:	10	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S. and Europe	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Systems Software
- Applications Software
- Workstations
- Peripherals (disks, tapes, printers, other)
- Networks
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, Control Data, Versatec, Cipher, and DEC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

ATI SERVICE
1501 Grandview Avenue
P.O. Box 400
Thorofare, NJ 08086
(609) 845-7300

President: (not known)

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	Nationwide	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Terminals
- Peripherals (printers)
- Modems

BRANDS SERVICED

IBM PCs.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ABLE COMPUTER SERVICE
2455 The Alameda
Santa Clara, CA 95050
(408) 496-6884

President: J. Able

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

ACCURATE, INC.
4332 Whiteside Street
Los Angeles, CA 90063
(213) 264-6550

President: William Harrer

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers)
- Personal Computers
- Workstations
- PBX/PABX
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM 370 Peripherals, Telex, Itel, Sun, and Univac.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ACTIVE COMPUTER ENTERPRISES, INC.
1953 E. Apache Boulevard
Tempe, AZ 85281
(602) 833-4581

General Manager: Norm Peterson

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	0
		Managers:	1-19

PRODUCTS SERVICED

- Word Processors
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software

BRANDS SERVICED

All vendors.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

ALBANY INFORMATION SYSTEMS INC.
12371 Central Avenue
Albany, NY 12205
(518) 489-2695

President: Ed Nutler

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:

Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:

Administration:
Managers:

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ALLEN MYLAND INC.
515 Abott Drive
Broomall, PA 19008
(215) 544-0571

President: Larry Allen

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage: Other	Entire U.S. and	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes

BRANDS SERVICED

IBM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

95%	On-Site Maintenance	5%	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

ALPHA COMPUTER CORPORATION
27503 School Craft Road
Livonia, MI 48150
(313) 261-5830

President: Jim Hoeffel

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Front-End Processors
- Peripherals (disks, tapes, printers)
- PBX/PABX
- Other - Used
- Applications Software
- Modems
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Radio Shack, Tally, Diablo, TI, Qume, and Televideo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ALPHA MERICS
1623 S. 21st Avenue
Hollywood, FL 33020
(305) 949-8318

President: Al Sadaka

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Systems Software
- Applications Software

BRANDS SERVICED

Alpha Metric.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in	X	Remote Support Servi

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TPM VENDOR PROFILE

AMERICAN COMPUTECH, INC.
6974 Convoy Court
San Diego, CA 92111
(619) 571-7961

General Manager: Roy Rains

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Peripherals (disks, tapes, printers)
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Modems
- Networks
- Terminals (dumb, intelligent)

BRANDS SERVICED

DDC, Apple, Norell, Business Operation System, Commodore, ITT, and NEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

AMERICAN COMPUTER HARDWARE COMPANY
2205 S. Wright Street
Santa Ana, CA 92705
(714) 549-2688

President: Ed St. Amour

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals
- Printers

BRANDS SERVICED

Data Products.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

AMERICAN DIGITAL COMPANY
2205 Hayes Road
Suite 5507
Houston, TX 77077
(713) 984-8727

President: Douglas Stigall

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Houston/Galveston	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Terminals (dumb, intelligent)
- Systems Software
- Telecommunications
- Networks
- Personal Computers

BRANDS SERVICED

DEC, Bytcom Modem, Mostek, Able Computer Products, and DCC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	X	Other New Sales		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	30%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

AMERICAN ELECTRONICS INC. OF COLUMBIA
3035 Main Street
Columbia, SC 29201
(803) 252-4782

President: Jack Starling

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	South Carolina	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Peripherals (disks, printers, other)
- Personal Computers
- Workstations/CRTs
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Zenith Data Systems, Apple, IBM/PC, TI, Data Royal Printers, Xerox, Commodore, Centronics, DEC, Epson, Okidata, Perkin-Elmer, Videoterm, Interdata, and Data General.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

AMERICAN INTERNATIONAL MACHINE SERVICES
1755 N. Tyler Avenue
South El Monte, CA 91733
(213) 443-8733

President: Mike Liebherr

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Personal-Computer-Based Turnkey Systems
- Systems Software
- Applications Software
- Modems
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM and Apple.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	5%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

AMERICAN TELEDATA CORPORATION
7475 So. Parker
Suite 120
Dakin, CO 80221
(303) 427-2121

President: Michael Edmondson

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	100-159
Service Locations:	15	**Field Engineers:**	100-159
Geographic Coverage:	Midwest	**Field Support Specialists:**	100-159
Repair Depots:	15	**Administration:**	100-159
		Managers:	100-159

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Peripherals (disks, printers)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- Modem
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, IBM, Lear Siegler, Data Media, Teletype, and Racal Vadic.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance		Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

AMTEC COMPUTER SYSTEMS
8515 Douglas
Suite 17
Des Moines, IA 50322
(515) 270-2480

President: Jim Schmidt

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals (disks, printers)
- Word Processors
- Personal Computers
- Modems
- Networks
- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM and DEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

AND ALL, INC.
8990 Harwin Drive
Houston, TX 77036
(713) 780-3124

President: Mildred Collins

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	South (Texas)	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

ARGOS INC.
790 W. Shaw Avenue
Suite 360
Fresno, CA 93704
(209) 221-7211

President: Allen Thodey

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Modems
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Ind (I.M.S.), Televideo, Kaypro, Corno, and Tava.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

ARINCO COMPUTER SYSTEMS
510 Jose Street
Santa Fe, NM 87501
(505) 988-9743

President: Arthur Rubino

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	60-99
Service Locations:	7	**Field Engineers:**	20-59
Geographic Coverage:	West Coast	**Field Support Specialists:**	20-59
Repair Depots:	7	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Personal Computers
- Workstations
- Telephone Key Systems
- Modems
- Front-End Processors
- Systems Software
- Applications Software
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- CAD/CAM Turnkey Systems

BRANDS SERVICED

Apple, IBM, Kaypro, HP, and Franklin.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

ARROW ELECTRONICS COMMUNICATION COMPANY PRODUCT GROUP
22 A Street
Burlington, MA 01803
(617) 938-8700

President: Steve Goodwin

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20-59
Service Locations:	25	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	25	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printer, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Adds, C. Itoh, Corvis, Franklin, TI, Anderson-Jacobson, Corona, Diablo, Hayes, Data Products, NEC, Okidata, Onix, Rixon, and Televideo - most all major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	35%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

ASSOCIATED COMPUTER ENGINEERS
1250 Union Street
San Diego, CA 92101
(619) 233-0103

President: Neil Williams

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computer
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Control Data, IBM (PC), Printronix, and NEC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

ASSOCIATED COMPUTER PRODUCTS INC. President: Curt Tetrault
887 Main Street
Monroe, CT 06568
(203) 261-6504

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	
Service Locations:	1	**Field Engineers:**	
Geographic Coverage:	East Coast	**Field Support Specialists:**	
Repair Depots:	1	**Administration:**	
		Managers:	

PRODUCTS SERVICED

- Minicomputers
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DG, NEC, and DEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
X	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

ASSOCIATED DATA SERVICES, INC.
5022 Belair Road
Baltimore, MD 21206
(301) 325-1110

President: Carl E. Bollinger

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast/ Mid-Atlantic	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (disks, printers)
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Radio Shack, DEC, Apple, Zenith, and IDS Data Products.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

ATLANTA MINICOMPUTER ASSOCIATES, INC.
150 Technology Park, Suite 16
Norcross, GA 30092
(404) 448-0900

President: Cindy Hylleberg

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

Answering Service Only

BRANDS SERVICED

Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

AUTOMATED TEST ENGINEERING
524 Weddell #3
Sunnyvale, CA 94086
(408) 943-1852

President: Cheryl Wexler

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

BBA, LTD.
(Business Builders Assoc.)
1414 Atwood Avenue
Johnson, R.I. 02919
(401) 273-1440

President: Richard Armstrong

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Modems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Phillips, Zenith, NEC, Adds, Printronix, DEC, and Compupro.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

BAUM CONTROL SYSTEMS, INC.
DBA, The Computing Center
1025 N. Tioga Street
Ithaca, NY 14850
(607) 257-3524

President: Larry Baum

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Personal Computers
- Modems
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Apple, Zenith, Morrow, OKI, Daisy Writer, and Byte Writer.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

BELL AND HOWELL SERVICE COMPANY
7100 N. McCormick Road
Chicago, IL 60645
(312) 675-7600

President: Robert B. Huff

THE COMPANY

Years Active in TPM:	1.5	**Total Service Employees:**	800
Service Locations:	175	**Field Engineers:**	650
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	65
Repair Depots:	40	**Administration:**	35
		Managers:	45

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Modems
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM, Action, Anadex, Centronics, Columbia, Actrix, Apple, Eagle, and Okidata.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	50%	Repair Depot/Carry-in	10%	Remote Support Services

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TPM VENDOR PROFILE

BENCHMARK COMPUTER SYSTEMS, INC.
200 First Avenue, W.
Seattle, WA 98119
(206) 285-0380

President: Joe Beyer

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Kado, Philips, TI, GE, Shugart, 3M, Linoles, NEC, Okidata, and Control Data.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

BINARY SYSTEMS
173 California Street
Newton, MA 02158
(617) 527-7944

President: Jim Horwitz

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Personal Computer-Based Turnkey Systems
- Modems

BRANDS SERVICED

Cannon, and IBM PC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

100%	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

THE BRAEGEN CORPORATION
3340 E. La Palma
Anaheim, CA 92806
(800) 854-8744

Vice President: John Walsh

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	
Service Locations:	43	**Field Engineers:**	142
Geographic Coverage:	U.S./Europe	**Field Support Specialists:**	
Repair Depots:	2	**Administration:**	8
		Managers:	

PRODUCTS SERVICED

- Data Processing
- Office Products
- Personal Computers

BRANDS SERVICED

DEC, Calcomp, Control Data, Dual Systems, STC, Tecstor, Maxicom, and Netcom.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servi

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TPM VENDOR PROFILE

BRISTOL BABCOCK, INC.
40 Bristol Street
Waterbury, CT 06708
(203) 575-3000

President: Roy S. Fine

THE COMPANY

Years Active in TPM:	20 to 30 years	**Total Service Employees:**	20-59
Service Locations:	17	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- CAD/CAM
- Process Control Instrumentation

BRANDS SERVICED

Bristol Babcock, Fisher Porter, Honeywell, and Foxwell.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

BUDGET COMPUTER SYSTEMS, INC.
5111 Southwest 8th Street
Miami, FL 33134
(305) 446-9624

President: George Coto

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-9
Service Locations:	4	**Field Engineers:**	1-9
Geographic Coverage:	Southeast	**Field Support Specialists:**	1-9
Repair Depots:		**Administration:**	1-9
		Managers:	1-9

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Ser

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TPM VENDOR PROFILE

BUNKER RAMO INFORMATION SYSTEMS
30 Nutmeg Drive
Trumbull CT 06902
(203) 386-2011

President:

THE COMPANY

Years Active in TPM:

Service Locations:

Geographic Coverage: Nationwide

Repair Depots:

Total Service Employees:

Field Engineers:

Field Support Specialists:

Administration:

Managers:

PRODUCTS SERVICED

- Microcomputers
- Minicomputers
- Peripherals (disk drives, POS terminals, printers)
- Modems
- CRTs

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

BUSINESS EQUIPMENT & SUPPLY COMPANY
Highway 45 North
Columbus, MS 39701
(601) 328-6860

President: Irwin Tate

THE COMPANY

Years Active in TPM:	29	**Total Service Employees:**	20-59
Service Locations:	2	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Systems Software
- Applications Software
- Data Communications
- Modems
- Word Processors
- Personal Computers
- Copiers
- Workstations
- Minicoputer-Based Turnkey Systems
- Personal Computer-Based Turnkey Syst

BRANDS SERVICED

Point 4, TI, Apple, Tally, Data General, Corvus, and Epson.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Serv

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TPM VENDOR PROFILE

BUSINESS EQUIPMENT HOUSE, INC.
2934 W. Montrose Avenue
Chicago, IL 60618
(312) 478-3800

President: Herald Root

THE COMPANY

Years Active in TPM:	25	**Total Service Employees:**	1-19
Service Locations:	3	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Modems
- Front-End Processors
- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

Prime.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

30%	On-Site Maintenance	60%	Repair Depot/Carry-in	10%	Remote Support Services

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TPM VENDOR PROFILE

BUTLER KEYPUNCH COMPANY
10 Crowley Avenue
Dedham, MA 02026
(617) 329-0046

President: Leonard Butler

THE COMPANY

Years Active in TPM:	16	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Local and New England	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syst
- CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Serv

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TPM VENDOR PROFILE

BYTE SHOP COMPUTER SERVICE
2030 5th Avenue
Seattle, WA 98121
(206) 622-2983

President: Pat Terrell

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computer
- Modems
- Networks
- Systems Software
- Applications Software
- Peripherals (Disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Compaq, Apple, and TI.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes		Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

BYTEX CORPORATION
3305 Northland Drive
Suite 400
Austin, TX 78731
(512) 451-5282

President: Milton Jones

THE COMPANY

Years Active in TPM:	2.5	**Total Service Employees:**	1-19
Service Locations:	3	**Field Engineers:**	1-19
Geographic Coverage:	Central Texas	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Modems
- Peripherals (disks, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syst

BRANDS SERVICED

Fortune Computer Systems, IBM PC, Qume, Northern TeleComm, Raytheon, Exxon Office Systems, Okidata, NEC, and most major compatibles.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Serv

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TPM VENDOR PROFILE

C & L TERMINALS, INC.
1215 S. E. Ivon
Portland, OR 97202
(503) 231-0333

President: Ken Landgraver

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	20-59
Service Locations:	5	**Field Engineers:**	20-59
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	5	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Modems
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Lear Siegler, DEC, Televideo, Teletype, Adds, Perkin-Elmer, C. Itoh, TI, and Diablo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CAP-INFO SYSTEMS INC.
521 5th Avenue
New York, NY 10175
(212) 599-7000

President: Jenner

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Sy

BRANDS SERVICED

Any brand.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessorie
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in		Remote Support Ser

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TPM VENDOR PROFILE

CBC SERVICES
969 Burrell Avenue
Columbus, OH 43212
(614) 222-5496

President: Jim Emery

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Word Processors
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Modems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

DEC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CCI UPTIME
5360 S. Bahnock
Suite 5
Littleton, CO 80120
(303) 798-2911

President: Craig Morris

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Terminals (dumb, intelligent)
- Workstations (semi-intelligent)
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Data General, Data South, Printronix Printer, Diablo Disc, Wang, Kennedy Drive, CDC, and Televideo Terminals.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	X	Remote Support Serv

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TPM VENDOR PROFILE

CDC/COMMA
5720 Smetana Drive
Minnetonka, MN 55343
(612) 853-8100

President: Robert M. Price

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	1,200+
Service Locations:	100	**Field Engineers:**	1,000+
Geographic Coverage:	Entire U.S. and Europe	**Field Support Specialists:**	40
Repair Depots:	1	**Administration:**	100+
		Managers:	100+

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Front-End Processors
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, DEC, Data General, Emulex, Spectra Logic, and Altos.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

C. ITOH ELECTRONICS, INC.
5301 Beethoven Street
Culver, CA 90230
(213) 306-6700

President: (not known)

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	Nationwide	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Peripherals (printers)

BRANDS SERVICED

C. Itoh and TEC.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Ser

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TPM VENDOR PROFILE

CKT TEST, INC.
5403-B Southern Comfort Boulevard
Tampa, FL 33614
(not listed)

President: (not known)

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CMA MICROCOMPUTER
55722 Santa Fe Trail
Yucca Valley, CA 92284
(619) 365-9718

President: Charles W. Mann

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	100-159
Service Locations:	12	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:		**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Personal-Computer-Based Turnkey Sy

BRANDS SERVICED

IBM, DEC, Wang, NCR, Apple, Tandy, TI, and AT&T.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessorie
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

15%	On-Site Maintenance	40%	Repair Depot/Carry-in	35%	Remote Support Ser

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TPM VENDOR PROFILE

CMG COMPUTER SERVICES, INC.
187 Billerica Road
Chelmsford, MA 01824
(617) 256-6698

President: Mike Costello

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General and all compatibles.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CPS INC.
2705 Pan American, N.E.
Suite E
Albuquerque, NM 87107
(505) 294-8886

President: Fred Hawken

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

CPX
19821 Nordhoff Street
Northridge, CA 91324
(213) 709-4003

President: Larry Levinson

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S. and Europe	**Field Support Specialists:**	1-9
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers, others)

BRANDS SERVICED

Ampex, Xerox, CDC, Century Data, Memorex, DEC, Data General, and all major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CRT SYSTEMS, INC.
480 Roland Way
Oakland, CA 94621
(415) 430-8870

President: Jack Melvin

THE COMPANY

Years Active in TPM:	22	**Total Service Employees:**	13
Service Locations:	1	**Field Engineers:**	7
Geographic Coverage: (Bay Area)	California	**Field Support Specialists:**	2
Repair Depots:	1	**Administration:**	3
		Managers:	1

PRODUCTS SERVICED

- Small Business
- Mini
- Peripherals (all)
- Terminals (all)
- Turnkey Systems
- Data Communications (all modems)

BRANDS SERVICED

Televideo, TI, Printronix, Priam (disk), CDC, Datasouth, and Diablo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servi

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TPM VENDOR PROFILE

CALIFORNIA MINICOMPUTER SYSTEMS
5534 Westlawn
Los Angeles, CA 90066
(714) 730-6250

President: Robert Mowry

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Modem
- Front-End Processors
- Networks
- Word Processors
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Perkin-Elmer.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

CAPE COD COMPUTER INC.
337 Whies Path
S. Yarmouth, MA 02664
(617) 398-2494

President: Harry Belman

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

CARTERFONE COMMUNICATIONS CORPORATION
1111 W. Mockingbird Lane
Dallas, TX 75247
(214) 630-9700

President: Tom Brady

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	200-499
Service Locations:	42	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	100-159
Repair Depots:	4	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Terminals (dumb, intelligent)
- Word Processors
- Modems
- Front-End Processors

BRANDS SERVICED

Any major manufacturer.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

CENTRAL COMPUTER SERVICES CORPORATION
305 S. Main Street
N. Syracuse, NY 13212
(315) 458-9485

President: Robert Sosenko

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	East Coast and Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Peripherals
- Terminals
- Minicomputer-Based Turnkey Systems
- Modems
- Front-End Processors

BRANDS SERVICED

Data General.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

CIRCLE COMPUTER SERVICES, INC.
920 Remington Road
Schaumburg, IL 60195
(312) 884-2424

President: Joe Conroy

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20-59
Service Locations:	50	**Field Engineers:**	20-59
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Modem
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CIRDATA CORPORATION
1111 Lawrence Drive
Newbury Park, CA 91320
(805) 499-5780

President: Joe Mosied

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (printers, others)
- Word Processors

BRANDS SERVICED

Hewlett-Packard, DEC, Printronix, Diablo, and Xerox.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessorie
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Ser

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TPM VENDOR PROFILE

CIRVIS, INC.
P.O. Box 1096
Huntington Beach, CA 92647
(714) 891-2000

General Manager: Liz Neumann

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Apple, Radio Shack, IBM, Altos, IMS, Cromemco, Plexus, Adds, Hazeltine, Soroc, Televideo, Shugart, Printronix, Centronics, Diablo, and Plexis.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CLINTON COMPUTER
6443 Old Alexander Ferry Road
Clinton, MD 20735
(301) 856-3342

President: Arthur Lundquist

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Terminals
- Personal Computers
- Personal-Computer-Based Turnkey Sys
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Apple, Eagle, Manor, Zenith, Corvus, Epson (computer printer), IDS Printers, and Integrated D
Systems.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	40%	Repair Depot/Carry-in	10%	Remote Support Serv

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TPM VENDOR PROFILE

COMM BASIC ASSO.
7920 Chambersburg Road
Huber Heights, OH 45424
(513) 233-9904

President: Joseph Jatliano

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Altos, IBM, Vector, and Apple.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPU-FIX
253 Amy Hollow Road, Suite I
Pittsburgh, PA 15236
(412) 653-7726

President: Dan D. Babcock

THE COMPANY

Years Active in TPM:

Service Locations:

Geographic Coverage:

Repair Depots:

Total Service Employees:

Field Engineers:

Field Support Specialists:

Administration:

Managers:

PRODUCTS SERVICED

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Serv

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TPM VENDOR PROFILE

COMPUDATA, INC.
417 N. 8th Street
Philadelphia, PA 19123
(215) 592-9996

President: Fred Rump

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Data Communications Modems
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent)

BRANDS SERVICED

Point 4 Minicomputer, IBM, Nixdorf, D.C.C., Super Brain, Dyna Byte, Eagle, and Xerox.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	30%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUPAIR
2094 S. Downing Street, Suite 107
Denver, CO 80210
(303) 744-1303

President: James Lillard

THE COMPANY

Years Active in TPM:	1, 5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Other	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Terminals
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Inter Tech, Compupro, Altos, Northstar, Small Business Micro, Morrow, and Plexis.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

COMPUTECH
2642 Pt. Oak Road
Abilene, TX 79605
(915) 692-9141

President: Toby Tyler

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	South	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Peripherals
- Terminals
- Modems

BRANDS SERVICED

IBM and Decision Data.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER APPLICATIONS COMPANY, INC.
3004 Center Road
Poland, OH 44514
(216) 757-3711

President: Jim Isabella

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Workstations
- Personal-Computer-Based Turnkey Sys
- Modems
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Ohio, Franklin, Leading Edge, and Scientific.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Serv

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TPM VENDOR PROFILE

COMPUTER BOARD REPAIR DEPOT
14 Essex Avenue, Unit #34
Thornhill, Ontario L3T3Z1
Canada
(416) 731-0088

President: Mrs. R. M. Tessier

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
	N/A	**Managers:**	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER CENTER
330 W. Jefferson Street
Butler, PA 16001
(412) 282-6149

President: Monty Howryla

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Personal Computers
- Modems
- Systems Software
- Applications Software
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Sys

BRANDS SERVICED

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes		Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Ser

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TPM VENDOR PROFILE

COMPUTER ENGINEEERING ASSOC., INC.
1935 Landsdowne
Baltimore, MD 21227
(301) 247-5244

President: Dan New

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	
Service Locations:	1	**Field Engineers:**	
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	
Repair Depots:	1	**Administration:**	
		Managers:	

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals
- Word Processors
- Workstations
- Minicomputer-Based Turnkey Systems
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General and all compatible peripherals.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

COMPUTER EQUIPMENT SERVICES
12624 Daphne Avenue
Hawthorne, CA 90250
(213) 777-4070

President: Chuck Williams

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	20-59
Service Locations:	82	**Field Engineers:**	1-19
Geographic Coverage:	Nationwide	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Sys
- CAD/CAM Turnkey Systems
- Peripherals (disks, tapes, printers, othe
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

G.E., Sci Data System, Diablo, CMI, Tally, Winchester, IBM, Shugart, and Data General - CAD/CAM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Serv

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TPM VENDOR PROFILE

THE COMPUTER FACTORY, INC.
485 Lexington Avenue
NYC, NY 10017
(212) 687-5000

President: Jay Gottlieb

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	8	**Field Engineers:**	1-19
Geographic Coverage:	North Coast	**Field Support Specialists:**	1-19
Repair Depots:	8	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Networks
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM and Apple.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

COMPUTER FIELD SERVICES, INC.
6 Federal Street
Exit 24 on 128
Danvers, MA 10923
(617) 774-2930

President: Dan Cronin

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Networks
- Applications Software
- Systems Software
- Peripherals (disks, tapes, printers, othe
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Sys

BRANDS SERVICED

Data General, DEC, Diablo, Hazeltine, Printronix, Pertec, Xylogies, Wang, Control Data Corporation, and IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Serv

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TPM VENDOR PROFILE

COMPUTER HARDWARE MAINTENANCE, CO., INC.
528 Street Road
Southampton, PA 18966
(215) 364-4444

President: Jack Haring

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20-59
Service Locations:	2	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM and DEC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER HARDWARE SERVICE COMPANY
11 Vincent Circle
Ivyland, PA 18974
(215) 443-9220

President: Joseph Colyar

THE COMPANY

Years Active in TPM:		**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S./ Europe, and Canada	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Terminals (dumb, intelligent, graphics)
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

IBM only.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER MAINTENANCE COMPANY
1636 Wilshire Boulevard
Los Angeles, CA 90017
(213) 483-2400

President: David Heim

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Application Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, Nova Compatible, and Point 4.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER MAINTENANCE AND LEASING CORPORATION
15350 31st Avenue, North
Plymouth, MN 55447
(612) 559-5636

President: Pat Rasmussen

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	4	**Field Engineers:**	1-19
Geographic Coverage:	U.S.	**Field Support Specialists:**	1-19
Repair Depots:	None	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

COMPUTER MAINTENANCE CORPORATION
111 Enterprise Avenue, S.
Secaucus, NJ 07094
(201) 866-6400

President: Robert Weber

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	60-99
Service Locations:	5	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Hewlett-Packard, DEC, Apple, and Pertec.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER MAINTENANCE, INC.
1433 W. Fullerton Avenue, Suite M
Addison, IL 60101
(312) 953-1555

President: Daniel Eremenchuk

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

DEC (all compatible), Diablo, Eclipse, and Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER MANAGEMENT ASSISTANCE COMPANY
104 N. 9th Street
P.O. Box 1298
Mt. Vernon, IL 62864
(618) 242-4020

President: S. Heitmeyer

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputer
- Small Business Systems
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Apple, Nixdorf, Process, Centronix, Point 4, Printronix, Omni, DCC, Diablo, Hazeltine, and CDC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	30%	Repair Depot/Carry-in	30%	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER MARKETING CORPORATION
12283 Nicollet Avenue, So.
Burnsville, MN 55337
(612) 894-7150

President: Richard Dolan

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Modems
- Systems Software
- Applications Software
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Any - except IBM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	35%	Repair Depot/Carry-in	5%	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER MART, INC.
1824 W. Maple
Troy, MI 48084
(313) 649-0910

President: Ken Schbloher

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	60-99
Service Locations:	35	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	5	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Data Communications
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)
- Personal Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM, Apple-compatible peripherals, and Compaq.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	58%	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER PARTS EXCHANGE INC.
19821 Nordhoff Street
Northridge, CA 91324
(818) 709-4003

President: Larry Levinson

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	20-59
Service Locations:	2	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Support Third-Party Maintenance Vendors
- Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

1%	On-Site Maintenance	99%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER PERIPHERALS AND SYSTEMS
363 Cliffwood Park, Suite E
Brea, CA 92621
(714) 528-2962
(714) 528-4072

President: (not known)

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER REPAIR CENTER, THE
490 W. Main Street
Avon, MA 02322
(617) 583-6460

President: Blaise Leeber

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- CAD/CAM Turnkey Systems
- Systems Software
- Applications Software

BRANDS SERVICED

Data General.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	30%	Repair Depot/Carry-in	10%	Remote Support Servic

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TPM VENDOR PROFILE

THE COMPUTER ROOM
3928 Bean d'Rue Drive
Eagan, MN 55122
(612) 452-2567

President: Clifford Flom

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	_X_	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER SALES & SERVICE CORPORATION
3444 Olympic Drive
Merairie, LA 70003
(504) 455-5500

President: Kenneth Schroyer

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	40
Service Locations:	4	**Field Engineers:**	30
Geographic Coverage:	Southeast	**Field Support Specialists:**	1
Repair Depots:	1	**Administration:**	6
		Managers:	3

PRODUCTS SERVICED

- Microcomputers
- Minicomputers

BRANDS SERVICED

General Automation.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER SERVICES, INC.
150 F New Boston
Woburn, MA 01801
(617) 933-6905

President: Bernie Scostek

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair.

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER SYSTEMS SUPPORT CORPORATION
13257 Prospect Road
Strongsville, OH 44136
(216) 238-8166

President: (not known)

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	60
Service Locations:	10	**Field Engineers:**	40
Geographic Coverage:	Nationwide	**Field Support Specialists:**	4
Repair Depots:	2	**Administration:**	10
		Managers:	6

PRODUCTS SERVICED

- CRTs
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

NEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER TASK GROUP, INC.
800 Delaware Avenue
Buffalo, NY 14209
(716) 882-8000

President: David N. Campbell

THE COMPANY

Years Active in TPM:	18	**Total Service Employees:**	999+
Service Locations:		**Field Engineers:**	999+
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	999+
Repair Depots:	35	**Administration:**	999+
		Managers:	999+

PRODUCTS SERVICED

- Systems Software
- Applications Software

BRANDS SERVICED

All applications and hardware.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER TECHNOLOGY, INC.
1442 W. Collins Avenue, Unit B
Orange, CA 92667
(714) 538-2344

President: Phillip Means

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER TERMINAL SERVICE CORPORATION
4400 Will Rogers Parkway, Suite 201
Oklahoma City, OK 73108
(405) 947-1011

Vice President: Michael Ross

THE COMPANY

Years Active in TPM:	1.5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Southwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Modems
- Terminals (dumb, intelligent)

BRANDS SERVICED

I.S.C. (terminals), Apple, and Tally.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTER TIMESHARING CORPORATION
3055 Rosecrans Place
San Diego, CA 92110
(619) 226-1334

President: Dave Lewis

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage: (San Diego County)	Midwest	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

DEC, Hewlett-Packard, IBM PC, Commodore, and all major peripherals.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

COMPUTER WHOLESALERS, INC.
3246 Mandan Drive
Doraville, GA 30340
(404) 455-4542

President: Marc Bradt

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	Southeast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers

BRANDS SERVICED

Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COMPUTERATION
2428 N. Grand Avenue, Suite H
Santa Ana, CA 92701
(714) 953-5700

President: Gora Bhaumik

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

COMSEL
8453 Ntyco Road
Vienna, VA 22180
(703) 734-3880

President: Douglas Ross

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Terminals (dumb)
- Modems
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Centronix, Datec (modems), DEC, and Kinex (modems).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

COMSHARE INC.
Hardware Systems Division
3001 South State Street
Ann Arbor, MI 48104
(313) 994-4800

President: Larry Eiler

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20
Service Locations:	12	**Field Engineers:**	18
Geographic Coverage:	U.S., Canada, the U.K., and Northern Europe	**Field Support Specialists:**	2
Repair Depots:	2	**Administration:**	1
		Managers:	

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Terminals
- Software

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

CONSTANT DATA CONTROL CORPORATION
2616 E. Tamarind Avenue
W. Palm Beach, FL 33407
(305) 471-8448

President: George Simon

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	20-59
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

All removable disk drives, all computer rooms, and all printers.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	40%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

COPY-PLUS, INC.
5744 W. Goodhope Road
Milwaukee, WI 53223
(414) 353-2704

President: Bob Feutz

THE COMPANY

Years Active in TPM:	38	**Total Service Employees:**	15
Service Locations:	1	**Field Engineers:**	15
Geographic Coverage:	Wisconsin	**Field Support Specialists:**	
Repair Depots:	1	**Administration:**	1
		Managers:	

PRODUCTS SERVICED

- Office Products
- Copiers
- Terminals

BRANDS SERVICED

Sharp, Adler, Brother, IBM, Smith Corona, and Zenith.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

THE CORE HOUSE
3008 W. Burbank Boulevard
Burbank, CA 91505
(213) 843-2114

President: Mary A. Masey

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair.

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CREATIVE SOFTWARE, INC.
1051 Williamson Street
Madison, WI 53703
(608) 258-8668

President: Billy Camperlino

THE COMPANY

Years Active in TPM:	6 years	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Systems Software
- Applications Software

BRANDS SERVICED

All.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

CREDIMATION SYSTEMS, INC.
1511 Bingle Road, A-6
Houston, TX 77055
(713) 468-6643

President: Floyd Marceaux

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Modems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Most major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

CUSTOM COMPUTER SPECIALIST INC.
300 Vanderbilt
Haupauge, NY 11788
(516) 231-1155

President: Gregory G. Goldi

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syste
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC, Apple, Cromemco, Hewlett-Packard, IBM, and Seiko.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

CYBERIA INC.
2330 Lincoln Way
Ames, IA 50010
(515) 292-7634

President: Ken McConnell

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal computers

BRANDS SERVICED

Apple.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

CYBERTYPE CORPORATION
901 W. Monroe
Chicago, IL 60607
(312) 421-4380

President: John Bedford

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

D&O LEASING INC.
23361 Peralta Drive
Laguna Hills, CA 92653
(714) 581-0333

President: Dwayne Stapk

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	5	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Peripherals (printers)

BRANDS SERVICED

Printronix, TI, NEC, IBM, Data Products, C. Itoh, and Trilog.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

DBIS
One Mayfair Road
Eastchester, NY 10707
(914) 632-2816

President: Ed Baron

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DMA, INC.
611 Development Boulevard
Amery, WI 54001
(715) 268-8106

President: Clarence Emmeking

THE COMPANY

Years Active in TPM:	7.5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage: Europe	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Personal Computers
- Front-End Processors
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Apple, Data General, Computer Automation, DEC, and Hewlett-Packard.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DMC SYSTEMS, INC.
(bought by Equatorial)
2300 Owen Street
Santa Clara, CA 95051
(408) 727-4444
(415) 969-9500

Director: Martin Troy
(415) 969-9500

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	100-159
Service Locations:	102	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Modems
- Peripherals (disks, tapes, printers, others
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

DMC, Avera, Datum, and Victory - all compatibles.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DSI, INC.
1440 So. Lipan Street
Denver, CO 80223
(800) 641-5215

President: Larry Johnston

THE COMPANY

Years Active in TPM:	11 years	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Terminals (dumb)
- Applications Software
- Peripherals (printers, others)

BRANDS SERVICED

Burroughs, ISC, Data Products, Lear Siegler, Data Max, SRI, and Televideo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DATA ACCESS SYSTEMS, INC.
P.O. Box 1230
Blackwood, NJ 08012
(609) 228-0700

President: Howard Crystal

THE COMPANY

Years Active in TPM:	16	**Total Service Employees:**	20-59
Service Locations:	20	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

TI, Diablo, Rixon, Selanar, IBM, Digital, and Eagle.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DATA CARD CORPORATION
11111 Brewd Road, W.
Minnetonka, MN 55343
(612) 933-1223

President: Gary Holland

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	200-499
Service Locations:	20	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data Card, Bowe, Troy, Arbitron, and Lee Data.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DATA CLEAN CORPORATION
99 Highway 35
Keyport, NJ 07735
(201) 787-2564

President: Philip Bertino

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	X	Other: Disk Pack Cleaning Services		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

DATA COLLECTION SYSTEMS, INC.
1740 W. Ogden Avenue
Downers Grove, IL 60515
(312) 960-4050

President: Ron Bothe

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	60-99
Service Locations:	7	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

TI, DEC, 3M, Mier, Multitech, C. Itoh, and Teletype.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	15%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

DATA CONSULTANTS
6001 Montrose Road, Suite 22
Rockville, MD 20852
(301) 984-7070

President: William T. Scheff

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General, Printronix, Century, and Mico.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

DATA ENTRY, INC.
6442 Edgewater Drive
Orlando, FL 32810
(305) 299-6520

President: Jim Walton

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	20-59
Service Locations:	5	**Field Engineers:**	1-19
Geographic Coverage:	South Florida	**Field Support Specialists:**	1-19
Repair Depots:	5	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Terminals (dumb)
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Data General, DEC, General Automation, Computer Automation, Northstar, Horizon, Point 4, and Ampex.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

95%	On-Site Maintenance	4%	Repair Depot/Carry-in	1%	Remote Support Services

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TPM VENDOR PROFILE

DATA INVESTORS CORPORATION
545 Cedar Lane
Teaneck, NJ 07660
(201) 836-7801

President: Charles Masoomian

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General - all compatibles.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DATA PROCESSING EQUIPMENT
REPAIR CORPORATION
48 Brook Mill
Chesterfield, MO 63017
(314) 532-1530

President: Harold Pingel

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast/ Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, DEC, and IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DATA PRODUCTS MAINTENANCE CORPORATION
L 9460 Telstar Avenue, Unit 3
El Monte, CA 91713
(714) 994-4180

President: Don Moser

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Telephone Key Systems
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Hewlett-Packard, Seiko, Data Pro, Fortune, and Apple.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	15%	Repair Depot/Carry-in	10%	Remote Support Servic

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TPM VENDOR PROFILE

DATA SYSTEMS SERVICES
271 Schilling Circle
Hunt Valley, MD 21031
(301) 683-5910

President: Mr. G. Wolley

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	500-999
Service Locations:	6	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	60-99
Repair Depots:	1	**Administration:**	60-99
		Managers:	20-59

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, DG, and Sytek - most major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	22%	Repair Depot/Carry-in	3%	Remote Support Services

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TPM VENDOR PROFILE

DATA SYSTEMS OF EL PASO, INC.
7618 Boeing, Suite E
El Paso, TX 79925
(915) 778-3349

Sales Manager: Marshall Saari

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	3
Service Locations:	1	**Field Engineers:**	2
Geographic Coverage: and West Texas	South New Mexico	**Field SupportSpecialists:**	
Repair Depots:	1	**Administration:**	
		Managers:	1

PRODUCTS SERVICED

- Minicomputers
- Small Business Computers
- Terminals (dumb, intelligent)
- Peripherals (all)
- Applications Software
- Systems Software
- Workstations
- Data Communications (all)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Data Point, Televideo, Altos, IBM PC, Burroughs, Printronix, Okidata, Data South, Data Produc NCR, and Burroughs.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes		Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

DATA/TECH RELIANCE
1020 S. 344th, #212
Federal Way, WA 98003
(206) 952-2440

President: Mike Dean

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair.

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DATAFLEX CORPORATION
777 New Durham Road
Edison, NJ 08817
(201) 321-1100

President: Geoffrey Lamm

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Modems
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, IBM, Adds, Corvus, Epson, Hazeltine, TI, Apple, Data Products, Diablo, G.T.C., NEC, Lea
Televideo, Vectorgraphics, and most any other.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

DATAFORCE SERVICE COMPANY
56 Airport Road
Westfield, MA 01085
(413) 737-2654

President: Steve Kowalski

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DATASERV COMPUTER MAINTENANCE INC.
509 2nd Avenue, South
Hopkins, MN 55343
(612) 933-2575

Director of Communications: Ed Finley

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	110
Service Locations:	21	**Field Engineers:**	70
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	10
Repair Depots:	5	**Administration:**	8
		Managers:	21

PRODUCTS SERVICED

- Data Processing
- Office Productions
- All Turnkey Systems

BRANDS SERVICED

IBM-compatible peripherals, NCR, and Memorex (just beginning).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servi

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TPM VENDOR PROFILE

DATCO, INC.
865 W. 2nd Avenue
Eugene, OR 97402
(503) 687-0070

President: Robert Thompson

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent)

BRANDS SERVICED

Kaypro, Freedom, American, Xerox, Altos, Gemini, Northstar, GE, and Omni.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	60%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DAVID JAMISON CARLYLE
5700 Buckingham Parkway
Culver City, CA 90230
(213) 410-9250

President: Peter Rickard

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DECISION DATA COMPUTER CORPORATION
100 Whitner Road
Horsham, PA 19044
(215) 674-3300

President: Richard Schineler

THE COMPANY

Years Active in TPM:		**Total Service Employees:**	
Service Locations:	100	**Field Engineers:**	
Geographic Coverage:	U.S. and Canada	**Field Support Specialists:**	
Repair Depots:		**Administration:**	
		Managers:	

PRODUCTS SERVICED

BRANDS SERVICED

IBM, Sony, Remanco, Florida Data, and Decision Data.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance		Remedial Maintenance		Refurbishment
	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

DELPHI DATA SYSTEMS CORPORATION
3425 Meadowview Drive
Riverside, CA 92503
(714) 689-7408

President: Jim Sparks

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syst
- CAD/CAM Turnkey Systems

BRANDS SERVICED

Data General, all generic, Ardent, Info Now, Digit, Point 4, and Fairchild.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Serv

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TPM VENDOR PROFILE

DELTA DATA SYSTEMS CORPORATION
2595 Metropolitan Drive
Trevose, PA 19047
(215) 322-5400

President: Robert Smallacombe

THE COMPANY

Years Active in TPM:	2.5	**Total Service Employees:**	100-159
Service Locations:	175	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S./ Europe, Canada, Puerto Rico	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

IBM PC, SRI, Beehive, Okidata, Dextel, DEC, Burroughs, C. Itoh, Data South, Qume, Univac, Incoterm, Honeywell, Lear Siegler,Datamaxx, Datasaab, and Data Royal.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DELTA SYSTEMS, INC.
9030 Yukon Street, Suite 2600
Westminister, CO 80020
(303) 422-0857

President: Donald W. Hall

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	28
Service Locations:	3	**Field Engineers:**	6
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	3
Repair Depots:	3	**Administration:**	14
		Managers:	5

PRODUCTS SERVICED

- Mainframes
- Peripherals
- Terminals
- R/D for Software

BRANDS SERVICED

Control Data-compatible peripherals.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servi

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TPM VENDOR PROFILE

DELTA TECHNOLOGY IND.
701 A Whitney Street
San Leandro, CA 94577
(415) 638-1206

President: William Chamberlain

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Modems
- Networks
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Most major brands, Apple, DEC, and IBM.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

DIGITAL APPLICATIONS, INC.
2101 Executive Drive
Tower Box 32
Hampton, VA 23666
(804) 827-1250

President: William Schumate

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:		**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Printronix, Phillips Information Systems, Alpha Micro Mini, Rixon, RUSW, Access Control Syste and Olivetti.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	40%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

DIGITAL BUSINESS SYSTEMS
95 Main Street
Reading, MA 01867
(617) 942-0220

President: Joseph McGonagle

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe and other	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Data General, Printronix, and Diablo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

DIGITAL DATA SYSTEMS, INC.
1551 Northwest 65th Avenue
Plantation, FL 33313
(305) 792-3290

President: Alfred Gomez

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe, South America, Scandinavia	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Personal Computers
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

All memories, DEC, DG, Hewlett-Packard, Ampex, Control Data, Intel, Apple, and IBM PC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

DIGITAL EQUIPMENT CORPORATION
5600 Apollo Drive
Rollings Meadow, IL 60008
(617) 496-9920

President: Ken Olson

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	999+
Service Locations:	1	**Field Engineers:**	999+
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	999+
Repair Depots:		**Administration:**	999+
		Managers:	999+

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

DOW JONES & COMPANY, INC.
P.O. Box 300
Princeton, NJ 08540
(800) 922-0358

President: Richard Langford

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	200-499
Service Locations:	72	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S. and Canada	**Field Support Specialists:**	1-19
Repair Depots:	38	**Administration:**	60-99
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Other, FAX
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Avery, Lear Siegler, Information Systems, Data Stream, Durango, Falco, NEC, NEC-AM, Comm Ltd., IBM, Apple, Electrohome, and Extel.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	10%	Repair Depot/Carry-in	10%	Remote Support Servic

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TPM VENDOR PROFILE

E-O DATA
534 Fellowship Road
Mt. Lauren, NJ 08201
(609) 234-0600

President: Mario Caponegro

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	100-159
Service Locations:	26	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	15	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Personal Computers
- Modems
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, TI, DEC, Hewlett-Packard, Apple, Lear Siegler, and Compaq.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	25%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

EATON CORPORATION
Data Systems Service Division
5875 Green Valley Circle
Culver City, CA 90230
(213) 215-0853

President: Fred Adams

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	200-499
Service Locations:	70	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S./ Europe, Far East	**Field Support Specialists:**	60-99
Repair Depots:	11	**Administration:**	20-59
		Managers:	20-59

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syster

BRANDS SERVICED

DEC-based systems and all compatible products.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

EDLUND INDUSTRIAL ELECTRONICS
1035 Armando, Suite 4
Anaheim, CA 92806
(714) 630-8350

President: Bob Edlund

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Direct Numerical Control
- Computer Numerical Control

BRANDS SERVICED

DEC, GE, Westinghouse, Numerica, and Japanese Controls.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

ELECTRONIC ENGINEERING COMPANY
6896 West Snowville Road
Breeksville, OH 44141
(216) 526-4350

President: Martin Leibowitz

THE COMPANY

Years Active in TPM:	46	**Total Service Employees:**	160-199
Service Locations:	8	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	8	**Administration:**	60-99
		Managers:	20-59

PRODUCTS SERVICED

- Small Business Systems
- Peripherals
- Word Processors
- Personal Computers
- Copiers
- Workstations
- PBX/PABX (main)
- Modems
- Front-End Processors
- Networks
- Telephone Key Systems
- Systems Software
- Applications Software
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syster

BRANDS SERVICED

Rolm, Isotech, IBM PC, TI, Epson, and Data Tech (most major brands, peripherals).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

95%	On-Site Maintenance	3%	Repair Depot/Carry-in	2%	Remote Support Service

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TPM VENDOR PROFILE

ELECTRONIC PRODUCTS SERVICES, INC.
6000 Dawson Boulevard, Suite B
Norcross, GA 30093
(404) 448-0749

President: W. H. Bowins

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Apple, Molecular, Radio Shack, Toshiba, IBM, Plexis, and Sony.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

ELECTRONIC SYSTEMS MAINTENANCE
1111 Stewart Avenue
Bethpage, NY 11714
(516) 575-6650

President: Al Andrus

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	200-499
Service Locations:	12	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	4	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Copiers
- Workstations
- PBX/PABX
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systen
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC, Data General, Perkin-Elmer, IBM, Hewlett-Packard, TI, and Apple.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	25%	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

ELECTRONIC SYSTEMS, USA
1014 E. Broadway
Louisville, KY 40204
(502) 589-1000

President: Darrell Newton

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Honeywell (data gather panels - building control console).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ELECTRONIC VENTURES
660 Main Street
Woburn, MA 01801
(617) 933-2002

Office Manager: Rita Munoz

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	5
Service Locations:	1	**Field Engineers:**	3
Geographic Coverage:	East Coast/Rhode Island, Massachusetts, New Hampshire	**Field Support Specialists:**	
Repair Depots:	1	**Administration:**	1
		Managers:	1

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Terminals
- Peripherals
- Personal Computers
- Workstations
- Modems
- Networks
- Mini-PCs
- Printers

BRANDS SERVICED

IBM, DEC, Compaq, Xerox, Televideo, Okidata, Diablo, Epson, Radio Shack, and NEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Service

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TPM VENDOR PROFILE

ESSEX COMPUTER SERVICE
979 Lehigh Avenue
Union, NJ 07083
(201) 686-3724

PRESIDENT: Greg Deo

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Data General (compatible peripherals), Okidata, Epson, Wang (PC), and Fujitsu (PC).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

EXIDE CORPORATION
101 Gibraltar Road
Horsham, PA 19044
(215) 674-9500

President: Winfield Schiras

THE COMPANY

Years Active in TPM:	90	**Total Service Employees:**	100-159
Service Locations:	47	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S./ Worldwide	**Field Support Specialists:**	1-19
Repair Depots:	29	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Back Battery System Power

BRANDS SERVICED

Exide, Gould, C&D, and Globe (support battery sales).

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

65%	On-Site Maintenance	35%	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

FESSENDEN COMPUTERS
116 North 3rd Street
Ozark, MO 65721
(417) 485-2501

President: Glenn Fessenden

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	3
Service Locations:	1	**Field Engineers:**	1
Geographic Coverage:		**Field Support Specialists:**	
Repair Depots:		**Administration:**	1
		Managers:	1

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

Winchester Disk Drives.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

FISHER SCIENTIFIC COMPANY
585 Alpha Drive
Pittsburgh, PA 15238
(412) 963-1669

General Manager: Richard Wilson

THE COMPANY

Years Active in TPM:	59	**Total Service Employees:**	100-159
Service Locations:	35	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	17	**Administration:**	20-59
		Managers:	20-59

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers, other)

BRANDS SERVICED

Commodore, Franklin, Fisher, IBM, and Southwest Technical.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	25%	Repair Depot/Carry-in	5%	Remote Support Service

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TPM VENDOR PROFILE

FLANK ASSOCIATES
7809 Atlanta Drive
Wheaton, MD 20906
(301) 933-6049

President: Bernard Flank

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East and West Coast/Maryland local area	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Modems
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Computer Automation, Santec, and Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

FORMATION, INC.
4319 Covington Highway
Decatur, GA 30035
(404) 288-7511

Vice President: William Rennie

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	60-99
Service Locations:	20	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey System
- Front-End Processors
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

IBM, Formation, and DEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Service

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TPM VENDOR PROFILE

GEIGER AND KROGH, INC.
12191 Ralston Road, Suite 207
Arvada, CO 80004
(303) 431-4236

President: John Geiger

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Telephone Key Systems
- Personal-Computer-Based Turnkey Systems
- Modems
- Front-End Processors
- Peripherals (disk, printers, tapes, other)

BRANDS SERVICED

Wang, IBM, Diablo, Harris, Televideo, and Sperry.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

2%	On-Site Maintenance	98%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

GENERAL COMPUTER ENGINEERING COMPANY
20820 Greenfield Road, Suite 303
Oak Park, MI 48237
(313) 968-1279

President: Bob Batten

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Modems
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Point 4, Prodata, Micro Data, Bytronix, Control Data, Televideo, Hazeltine, Adds, Soroc, Wester Dynex, and Trident.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

GENERAL DIAGNOSTICS, INC.
13009 S. Broadway
Los Angeles, CA 90061
(213) 327-6763

President: Pat Lydon

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	60-99
Service Locations:	1	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	4	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM, Apple, TI, and Hewlett-Packard (most major brands).

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

	On-Site Maintenance	100%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

GENERAL ELECTRIC COMPANY
Instrumentation & Computer
Service Department
Building 4, Room 210
1 River Road
Schenectady, NY 12345
(518) 385-3899

President: Jim Pelegreno

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	999+
Service Locations:	66	**Field Engineers:**	999+
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	200-499
Repair Depots:	45	**Administration:**	200-499
		Managers:	200-499

PRODUCTS SERVICED

- Mainframes, Minicomputers
- Telephone Key Systems
- Small Business Systems
- Word Processors, Personal Computers
- PBX/PABX
- Systems Software
- Applications Software
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- Modems, Networks
- Front-End Processors
- Workstations
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

Apple and IBM (most major brands).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

GENERAL INSTRUMENT CORPORATION
271 Shilling Circle
Hunt Valley, MD 21031
(301) 828-7600

President: (not known)

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	100+
Service Locations:	250	**Field Engineers:**	60+
Geographic Coverage:	U.S. and Canada	**Field Support Specialists:**	
Repair Depots:		**Administration:**	20
		Managers:	10

PRODUCTS SERVICED

BRANDS SERVICED

Ampex, Calcomp, Centronics, Century Data, Control Data, Dataflex, DEC, Panasonic, Pertec, Quantex, STC, Shugart, and Sytek.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

GENTRY ASSOCIATES, INC.
7665 Currency Drive
Orlando, FL 32809
(305) 859-7450

President: Bob Theodore

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	20-59
Service Locations:	13	**Field Engineers:**	20-59
Geographic Coverage:	South	**Field Support Specialists:**	1-19
Repair Depots:	13	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- PBX/PABX
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, graphics, intelligent)

BRANDS SERVICED

Direct, Data Printers, Printronix, Sony, IDS, Juki, Televideo, and Quality Micro Systems.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	25%	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

GEORGE FOLVARY SERVICE CORPORATION
400 S. Beverly Drive
Beverly Hills, CA 90212
(213) 551-2840

President: George Folvary

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Terminals (intelligent)

BRANDS SERVICED

DEC (OEM), Data Products, TecStor, CDC, and Emulex (OEM).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

GRANADA DATA SYSTEMS
31284 San Antonio Street
Hayward, CA 94544
(415) 487-4042

President: John Webster

THE COMPANY

Years Active in TPM:	4.5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage: Europe, and Canada	Entire U.S./	**Field Support Specialists:**	20-59
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks, printers, tapes, othe
- Terminals (dumb, intelligent, graphics)
- Word Processors

BRANDS SERVICED

DEC, Centronics, Ampex, CDC, Data General, Kennedy, Epson, ISS, and Century Data.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	100%	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

GRAUMMAN SYSTEM SUPPORT CORPORATION
15895 Gaither Drive
Gaithersburg, MD 20877
(301) 948-6830

President: Lloyd Root

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	60-99
Service Locations:	10	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, Data Products, DEC, and Control Data Corporation.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

GREYHOUND CAPITAL CORPORATION
Greyhound Tower
Phoenix, AZ 85077
(602) 222-8200

Manager, Maintenance Service: Bill Lahti

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	15
Service Locations:	10	**Field Engineers:**	11
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1
Repair Depots:	1	**Administration:**	3
		Managers:	3

PRODUCTS SERVICED

- All Data Processing
- Personal Computers
- Data Communications Terminals
- Tubes, Controllers, Processors

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

GRONERT ELECTRONICS CORPORATION
4507 Forest Avenue
Des Moines, IA 50311
(515) 274-3102

Vice President: Robert Headley

THE COMPANY

Years Active in TPM:	33	**Total Service Employees:**	9
Service Locations:	1	**Field Engineers:**	5
Geographic Coverage:	Iowa	**Field Support Specialists:**	2
Repair Depots:	1	**Administration:**	2
		Managers:	2

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Data Communications (all)

BRANDS SERVICED

Commodore, IBM, Johnsons, GE, Printronix, Burroughs, Lea Data, and System Communications.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	40%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SUPPORT CORP

GRUMMAN DATA SYSTEMS CORPORATION President: Alan Andrus
Systems Maintenance Service
90 Crossways Park Drive
Woodbury, NY 11797
(516) 349-5304
(516) 349-5300

THE COMPANY

Years Active in TPM:	14 15	**Total Service Employees:**	200-499
Service Locations:	10 13	**Field Engineers:**	@ 250. 160-199
Geographic Coverage:	East Coast & mid-east	**Field Support Specialists:**	60-99
Repair Depots:	4	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- PBX/PABX
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal Computer-Based Turnkey System
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC, Perkin-Elmer, SEL, Modcon, Data General, CDC, Kennedy, Emulex, and IBM (PC).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

HALTRONICS CORPORATION
9741 Canoga Avenue
Chatsworth, CA 91311
(213) 341-9303

President: Joseph Hallam

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

HAMPTON BUSINESS MACHINES
Division of Data Processing
Services Inc.
5559 N. Elston Avenue
Chicago, IL 60630
(312) 774-2556

President: Peter Hampton

THE COMPANY

Years Active in TPM:	17	**Total Service Employees:**	1-19
Service Locations:	3	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Data General, Diablo, Epson, Lear Siegler, Zenith, Jacquard, and MPI.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

HANSON DATA SYSTEMS, INC.
60 Brigham Street
Marlboro, MA 01752
(617) 481-3901

President: Howard Hanson

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General - all compatible peripherals.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

HARDWARE SERVICES NORTHWEST
2810 Richards Road Southwest
Bellevue, WA 98005
(206) 746-6030

President: Jack Showalter

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Copiers
- Modems
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- CAD/CAM Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Intracolor, Trilogy, Numergraphics, Inforscibe, Kennedy, and Imagen.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

HAWAII BIOMED SERVICES, INC.
1446 Meyers Street
Honolulu, HI 96819
(808) 847-6587

President: George N. Tamashiro

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage: (Hawaii only)	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Patient Monitoring
- Chemical

BRANDS SERVICED

Abbott, Electro Diag, Gilford Inst., Baker Inst., Davol DMX, and Corning Medical.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

HEALTHDYNE PRODUCTS SERVICE GROUP President: Adam Koneski
505 Mason Mill Business Center
Huntington Valley, PA 19006
(215) 657-6060

THE COMPANY

Years Active in TPM:		**Total Service Employees:**	
Service Locations:	30	**Field Engineers:**	20
Geographic Coverage:	Nationwide	**Field Support Specialists:**	
Repair Depots:		**Administration:**	
		Managers:	

PRODUCTS SERVICED

- Medical products

BRANDS SERVICED

Healthdyne.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

HONEYWELL BUILDING SERVICES DIVISION
Honeywell Plaza
Minneapolis, MN 55408
(612) 870-2294

General Manager: Pete Peterson

THE COMPANY

Years Active in TPM:	30	**Total Service Employees:**	999+
Service Locations:	100	**Field Engineers:**	500-999
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	200-499
Repair Depots:	100	**Administration:**	200-499
		Managers:	200-499

PRODUCTS SERVICED

- Mainframes
- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Honeywell - all major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	25%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

HONEYWELL MEDICAL
Electronics Division
One Campus Drive
Pleasantville, NY 10570
(914) 769-6700

President: Jean-Pierre Rosso

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	200-499
Service Locations:	52	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S./ Wordwide	**Field Support Specialists:**	200-499
Repair Depots:	44	**Administration:**	200-499
		Managers:	200-499

PRODUCTS SERVICED

- Biomedical Equipment (Honeywell)
- Some Computer Devices (HP, COC)
- Diagnostic Rehabilitation Equipment

BRANDS SERVICED

Honeywell - all compatible brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

HOSPITAL DATA CENTER OF VIRGINIA, INC.
962 Norfolk Square
Norfolk, VA 23602
(804) 857-4551

President: Daniel Dechert

THE COMPANY

Years Active in TPM:	18	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Terminals
- Word Processors
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software

BRANDS SERVICED

Digital Equipment, TI, Okidata, Univ. DA, Infotron, Data Product, Digital Tech., Televideo, General, and Racal Vadic.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

IDD/MICRO
207 S. Scott
Spokane, WA 99202
(509) 535-9865

President: Dan O'Neil

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Copiers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syster

BRANDS SERVICED

Alpha Micro, Mylee Systems, Printronix, TI, Transtar, Digital Electronics, Nixdorf, C. Itoh, Data Product, and Four Phase.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

ITT COURIER TERMINAL SYSTEMS, INC.
1515 West 14th, S.E.
Tempe, AZ 85281
(602) 894-7000

Services Marketing Program Rep: Ray LaBranch

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	
Service Locations:	120	**Field Engineers:**	650
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	150+
Repair Depots:	3	**Administration:**	60-99
		Managers:	60-99

PRODUCTS SERVICED

- Office Products
- Turnkey Systems

BRANDS SERVICED

ITT, Centronics, DEC, and IBM PC (compatible).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

IMLAC CORPORATION
150 A Street
Needham, MA 03063
(617) 449-4600 x237

President: Bruce Becky

THE COMPANY

Years Active in TPM:	1.5	**Total Service Employees:**	1-19
Service Locations:	7	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- CAD/CAM Turnkey Systems
- Systems Software
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Pertec, Hazeltine, Versatec, CDC, Royce, Computer Automation, and IBM PC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

INCORE MAINTENANCE
Division of Pinzone International
1103 South Cedar Ridge
Duncanville, TX 75137
(214) 780-1600

President: John Pinzone

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	South	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Modems
- Peripherals (disks, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General (all) and all compatibles.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

INDESERV
531 King Street
Littleton, MA 01460
(617) 486-3561

Director of Marketing: William Herbert

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	999+
Service Locations:	250	**Field Engineers:**	999+
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	60-99
Repair Depots:	20	**Administration:**	
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Copiers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systen
- CAD/CAM Turnkey Systems

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

INFORTEXT SYSTEMS, INC.
1067 E. State Parkway
Schaumburg, IL 60195
(312) 490-1155

President: James Fortcamp

THE COMPANY

Years Active in TPM:	2.5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Inforex, Teledata, DIS, Alston, TI, Control Access, and IBM PC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

INSTRUMENT REPAIR LABS
2100 W. 6th Avenue
Broomfield, CO 80020
(303) 469-5375

President: Bill Hedrick

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Modems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

ISC, TI, Talley, DEC, Ampex, and Lear Siegler.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

INTEGRATED AUTOMATION, INC.
1745 Tullie Circle, Northeast
Atlanta, GA 30329
(404) 325-8100

President: Huey Duncan

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	160-199
Service Locations:	160	**Field Engineers:**	180
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Radio Shack, and most major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

INTEGRATED SYSTEMS ENGINEERING
1850 N. 6th West
Logan, UT 84321
(801) 753-2224

President: Phillip Swensen

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Building Electronic Message Centers
- Time-Temp Units

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Service

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TPM VENDOR PROFILE

INTEGRATED SYSTEMS GROUP, INC.
920 E. Broadway
Glendale, CA 91205
(818) 502-1414

President: Charles Archer

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Minicomputer-Based Turnkey Systems
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Applied Digital (most compatibles), CDC, General Automation, Point 4, and Star Technology.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	28%	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

INTERACTIVE SERVICE CORPORATION
4536 North Orange Blossom Trail
Orlando, FL 32904
(305) 291-2136

President: Ira Orem

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers, other
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General (compatible peripherals) and DEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

INTERNATIONAL ANASAZI, INC.
2914 E. Katella Avenue, Suite 202
Orange, CA 92667
(714) 771-7250

President: Bob Wolkowicz

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Okidata, IBM 3101 Video Terminals, VDS Modems, and Emulog Terminals.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

INTERNATIONAL COMPUTER GROUP
9174 W. 57th Street
Merriam, KS 66203
(913) 677-5877

President: Gary Vunovich

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Workstations
- Modems
- Peripherals (disks, tapes, printers)
- Personal-Computer-Based Turnkey Syst

BRANDS SERVICED

DynaByte and Integrated Business (IBC).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

INTRON CORPORATION
7830 Backlick Road, Suite 403
Springfield, VA 22150
(703) 569-1502

President: Jim Heath

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Terminals (graphics)

BRANDS SERVICED

Inecolor, Jupiter Systems, Printacolor, and New England Technology Group.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

JCRR INC.
P.O. Box 264
Moorestown, NJ 08057
(609) 387-4462

President: Carl Rice

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

Answering Service Only

BRANDS SERVICED

Data General.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

JDA COMPUTER SERVICES, INC.
40 Burlews Court
Hackensack, NJ 07601
(201) 488-6648

President: Dennis Fiedler

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

General Automation Inc., Wangco, Data Printer, Telerand, Penril, CD, Tandberg, and Okidata.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

J. H. LESKIN ASSOCIATES, INC.
2360 Avenue "A"
Bethlehem, PA 18017
(215) 865-3350

President: Joseph Leskin

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Word Processors
- Personal Computers
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

DEC/Digital (compatible peripherals) and Ventell.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

J. L. CONSULTING SERVICES INC.
P.O. Box 5458
Kansas City, MO 64131
(816) 523-3793

Office Automation Trainer: Laurie Smith

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	12
Service Locations:	10	**Field Engineers:**	3
Geographic Coverage:	Midwest	**Field Support Specialists:**	4
Repair Depots:	1	**Administration:**	32
		Managers:	3

PRODUCTS SERVICED

- Data Processing
- Data Communication
- Turnkey Systems
- Office Products (except copiers)

BRANDS SERVICED

Data General (compatible).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

JM COMPUTER ASSOCIATES
Pleasant Valley Avenue
Moorestown, NJ 08057
(609) 235-5111

President: John Melian

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General (compatible peripheral).

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

JANISCH ENGINEERING
3021 W. 41st Street
Denver, CO 80211
(303) 458-8599

President: Vern Janisch

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

KALBRO CORPORATION
101 Foster Road
Morrestown, NJ 08057
(609) 778-1800

President: Berdj Kalustyan

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	100-159
Service Locations:	43	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

DEC and Data General (major compatibles).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

85%	On-Site Maintenance	15%	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

KENT COMPUTERS CORPORATION
9434 Old Katy Road
Houston, TX 77055
(713) 467-0077

President: Thomas Kent

THE COMPANY

Years Active in TPM:	14 years	**Total Service Employees:**	1-19
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (disks, printers)
- Terminals (dumb)
- Systems Software
- Applications Software
- Personal Computers
- Workstations
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Kaypro, Leading Edge, Fujitsu, and C. Itoh.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

2%	On-Site Maintenance	98%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

L. J. BRODER ENTERPRISES INC.
11105 Shady Trail, Suite 115
Dallas, TX 75229
(214) 241-3727

President: L. J. Broder

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

L.M.S. TECHNICAL SERVICES INC.
21 Grand Avenue
Farmingdale, NY 11735
(516) 694-2034

President: Larry Shulman

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent)

BRANDS SERVICED

Alpha Micro Systems, IBM PC, Okidata, Hazeltine, Televideo, CDC, Radio Shack, and Diablo.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

LOGICAL SOLUTIONS COMPANY, INC.
118 Maine Mall Road
S. Portland, ME 04106
(207) 773-5276

President: Tom Russell

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal Computer-Based Turnkey Syste
- Modems
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, Altos, Nova, Hazeltine, Printronix, Diablo, and Onyx.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

LOONAM COMPUTER PRODUCTS
7720 Bush Lake Road
Minneapolis, MN 55435
(612) 831-1616

President: Jim Loonam

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	60-99
Service Locations:	23	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Peripherals (printers)
- Terminals (dumb, intelligent, graphics)
- Personal Computers

BRANDS SERVICED

Altos, TI, Professional Series, Weiss, Adels, Espirit, Digital, Televideo, Diablo, Data South, and Okidata.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

LOS GATOS CIRCUITS INC.
2754 liealo Drive
San Jose, CA 95111
(408) 629-3711

General Manager: Bob Payne

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Answering Service Only

BRANDS SERVICED

Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

LYNX INFORMATION SYSTEMS
8861-A Balboa Avenue
San Diego, CA 92123
(619) 576-1128

President: Don Nelson

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General (compatible peripherals).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

M/A-COM ALANTHUS DATA, INC.
6011 Executive Boulevard
Rockville, MD 20852
(301) 770-1150

President: Carl English

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- CRTs

BRANDS SERVICED

DEC, Lear Siegler, and Falco.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

MAI SORBUS INC.
50 E. Swedesford Road
Frazer, PA 19355
(215) 296-6000

President: Ron Wallace

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1,700
Service Locations:	160	**Field Engineers:**	1,500
Geographic Coverage:	U.S.	**Field Support Specialists:**	40
Repair Depots:	12	**Administration:**	40
		Managers:	150

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

IBM, Apple, Radio Shack, and most major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

MMI COMPUTER SERVICES
3020 Lincoln Court
Garland, TX 75041
(214) 271-1577

President: Dave Lau

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- CAD/CAM Turnkey Systems
- Modems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, CDC, STC, Data Products, Data General, and Printronix.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MSC COMPUTER STORES
1455 S. State Street
Orem, UT 84057
(801) 224-1169

President: Bill West

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	100-159
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

Apple, Corvus, Micro Data, IBM, and Prime.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

20%	On-Site Maintenance	80%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MSI DATA CORPORATION
300 Fischer
Costa Mesa, CA 92626
(714) 549-6000

President: Charles Strauch

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	160-999
Service Locations:	110	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	1-19
Repair Depots:	7	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- PBX/PABX
- Modems
- Front-End Processors
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IDT, Franchise Manual Systems, IBM PC/XT, Raytheon, and Ultra Phase.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

44%	On-Site Maintenance	40%	Repair Depot/Carry-in	16%	Remote Support Services

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TPM VENDOR PROFILE

MTTR, INC.
2540 Metropolitan Drive
Trevose, PA 19047
(215) 364-3737

President: Rudolf Haydu

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	160-199
Service Locations:	110	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	20-59
Repair Depots:	0	**Administration:**	20-59
		Managers:	20-59

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- PBX/PABX
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

ADP (Financial Services), GTE, Teletype, Paradyne, Codex, Darome Data, Convergent Technology, Digilog, Arete, IBM PC XT, Dynatech, SGS, and T-Bar.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

98%	On-Site Maintenance	___	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

MU SYSTEMS
1000 Sagamore Parkway
Lafayette, IN 47905
(317) 447-5917

President: George Morgan

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

MAGNETIC RECOVERY TECHNOLOGIES, INC.
25431 Rye Canyon Road
Valencia, CA 91355
(805) 257-2262

President: Frank Chiaverini

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals/tapes

BRANDS SERVICED

All brands.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	100%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MARKETECHS
148 Linden Street
Wellesley, MA 02181
(617) 237-4343

President: C. Hesner

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Copiers
- Modems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Apple, Lear Siegler, Data Media, Delta Data, TI, Florida Data, and Data Max.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Service

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TPM VENDOR PROFILE

MAVIS COMPUTER SYSTEMS INC.
11257 Coloma Road, A-S
Rancho Cordova, CA 95670
(916) 635-2467

President: Gary Hoff

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Alpha Micro, Tally, Anndex, and Centronix.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

McGRAW ENGINEERING
3606 Woodson Road
St. Johns, MO 63114
(314) 426-2500

President: Arthur Harper

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Modems
- Networks
- CAD/CAM Turnkey Systems
- Peripherals (disks, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Image Laser Printers, Monic, Jupiter, Modgraphics, and Trilog.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

McINTYRE'S MINICOMPUTER
Sales Group
32050 Edward Avenue
Madison Heights, MI 48071
(313) 583-4100

President: Michael McIntyre

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	60-99
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Word Processors
- Personal Computers
- Copiers
- Workstations
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Data General (most compatible peripherals).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MEMORY SYSTEM INC.
1912 Broadripple Avenue
Indianapolis, IN 46227
(317) 253-7640

President: Brian Pesecky

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

ADR, ATL, Rohr, Matrix, Dunn, and Avsonics.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

MID-WEST DEPOT
Christy Company
1681 South Mannheim Road
Des Plaines, IL 60018
(312) 694-3400

President: D. L. Christy

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MINICOMPUTER SYSTEMS INC.
5 Corporate Park Drive
White Plains, NY 40604
(914) 694-1101

Systems Engineer: Mike Keehan

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	11
Service Locations:	2	**Field Engineers:**	5
Geographic Coverage:	San Diego/ New York State	**Field Support Specialists:**	2
Repair Depots:	2	**Administration:**	2
		Managers:	2

PRODUCTS SERVICED

- Minicomputers
- Peripherals (all)
- Terminals (dumb)
- Systems Software
- Applications Software

BRANDS SERVICED

CDC, Printronix, TI, Pertex, Cipher, Visual, and Okidata.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

MOORE BUSINESS SYSTEMS
2204 I-35 West
P.O. Box 3761
Denton, TX 76201
(817) 566-1411

President: Frank Haskell

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	20-59
Service Locations:	30	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Telecom Systems

BRANDS SERVICED

IBM PC, IBM XT, TI, Anadex, Lentel, Televideo, Hazeltine, Cobra, and Altos.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

18%	On-Site Maintenance	82%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MOORE SERVICES, INC.
6951 VanGogh Avenue
Baton Rouge, LA 70806
(504) 928-1763

President: Robert Landry

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	60-99
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S./ Pango-Pango	**Field Support Specialists:**	20-59
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Networks
- Applications Software
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

20%	On-Site Maintenance	50%	Repair Depot/Carry-in	30%	Remote Support Servi

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TPM VENDOR PROFILE

MORRIS DECISION SYSTEMS, INC.
70 Pine Street
New York, NY 10270
(212) 742-9590

President: Anthony Morris

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent)

BRANDS SERVICED

Apple, IBM, Hewlett-Packard, and Compaq.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

MOSLER/AMERICAN STANDARD
1561 Grand Boulevard
Hamilton, OH 45012
(513) 870-1046

President: Ken Miller

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	999 plus
Service Locations:	85	**Field Engineers:**	999 plus
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	160-999
Repair Depots:	1	**Administration:**	200-499
		Managers:	100-159

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM PC, and IBM PC lookalikes (compatible peripherals).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

100%	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

MULTI SYSTEMS
3014 Robert T. Longway Boulevard
Flint, MI 48506
(313) 239-4188

President: Bill Pittman

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

TI (mainframes only), DEC, and Okidata.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

NCR CORPORATION
1700 S. Patterson Boulevard
Dayton, OH 45479
(513) 445-4495

President: (not known)

THE COMPANY

Years Active in TPM:
Service Locations:
Geographic Coverage:
Repair Depots:

Total Service Employees:
Field Engineers:
Field Support Specialists:
Administration:
Managers:

PRODUCTS SERVICED

- Minicomputers
- Peripherals
- Microcomputers
- Personal Computers

BRANDS SERVICED

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

NPA
761 Coates Avenue
Holbrook, NY 11741
(516) 467-2500

President: Nick Aroniadis

THE COMPANY

Years Active in TPM:	6	**Total Service Employees:**	20-59
Service Locations:	5	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General, IBM, CDC, and Micro-Eagle, Data Products, and Sprinter.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

NATIONAL ADVANCED SYSTEMS
800 East Middlefield Road
P.O. Box 7300
Mountain View, CA 94042
(415) 962-6100

Vice President/General Manager: W. David Tur

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	600
Service Locations:	100	**Field Engineers:**	500
Geographic Coverage:	Nationwide	**Field Support Specialists:**	20-49
Repair Depots:	6	**Administration:**	20-49
		Managers:	20-49

PRODUCTS SERVICED

- Mainframes
- Systems Software
- Peripherals
- Networks

BRANDS SERVICED

Magnuson, IPL, Amdahl, CDC, IPL Systems, Memorex, and STC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	X	Other (computer room design, capacity management)		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

NATIONAL BUSINESS & SECURITY SYSTEMS
8639 Loch Raven Boulevard
Baltimore, MD 21204
(301) 665-8870

President: Bruce Doda

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM, Columbia, Apple, Okidata, Olympia, Franklin, Sanyo, Cannon, and NEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

NATIONAL COMPUTER COMMUNICATIONS President: (not known)
200 West Avenue
P.O. Box 602
Stamford, CT 06904
(203) 357-0004

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	20-59
Service Locations:		**Field Engineers:**	20-59
Geographic Coverage:	Midwest/ East Coast	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Anderson Jacobs, Data Media, Racal Vadic, Diablo, Okidata, Epson, Televideo, TI, Telety and Digital Engineering.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	15%	Repair Depot/Carry-in	10%	Remote Support Servi

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TPM VENDOR PROFILE

NATIONAL COMPUTER MAINTENANCE INC.
2260 Northwest Parkway, Suite A
Marietta, GA 30067
(404) 955-5851

President: Jim Bates

THE COMPANY

Years Active in TPM:	3.5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM only.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

NATIONAL COMPUTER SYSTEMS
4444 West 76th Street
Minneapolis, MN 55435
1-800-328-6290

President: David Malmberg

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	200-499
Service Locations:	178	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	5	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes, othe
- Terminals (dumb, intelligent)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syst

BRANDS SERVICED

TI, Stearns, CDS Printers, Televideo, IBM, Diablo, DEC, and Zebeck.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

95%	On-Site Maintenance	5%	Repair Depot/Carry-in	___	Remote Support Serv

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TPM VENDOR PROFILE

NETWORK COMPUTER SERVICES, INC.
3218 Beltline Road, Suite 534
Dallas, TX 75234
(214) 484-0711

President: Tom Butler

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast/ South	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems
- Networks
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Okidata, Televideo, Apple, NEC, Xerox, Epson, and Franklin.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

NEW YORK REPAIR DEPOT, INC.
22 W. 23rd Street
New York, NY 10010
(212) 741-3800

President: Jaime Feldman

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- PBX/PABX
- Modems
- Front-End Processors
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syster
- CAD/CAM Turnkey Systems
- Peripherals (disks, tapes, printers, other)

BRANDS SERVICED

DEC, Burroughs, and Data Graphics.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

NEWCORP PRODUCTS, INC.
45 Commerce Drive
Aston, PA 19014
(215) 485-8180

President: Joseph Carrone

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Word Processors
- Personal Computers
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, NEC, IBM, and Micro.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

NORFIELD DATA PRODUCTS
3 Depot
East Norwalk, CT 06855
(203) 853-2777

President: Hasmukh Parikh

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	100-159
Service Locations:	50-60	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Modems
- Front-End Communications
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data General (CPU and all peripherals).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

NORTHEAST SERVICES
P.O. Box 373
Wallingford, CT 06492
(203) 265-1223

President: M. Cornal

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	1-9
Service Locations:	1	**Field Engineers:**	1-9
Geographic Coverage:	1	**Field Support Specialists:**	1-9
Repair Depots:		**Administration:**	1-9
		Managers:	1-9

PRODUCTS SERVICED

- Minicomputers

BRANDS SERVICED

Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ODYSSEY SYSTEMS, INC.
6330 Miller Road
Cleveland, OH 44141
(216) 526-9933

President: Timothy K. Quinlan

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey System

BRANDS SERVICED

Data General, DEC, Nixdorf, CDC, Soroc, Pertec, Hazeltine, and TI (most peripherals).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

OMNIFAX COMPUTER STORES
3440 Drie Boulevard, East
Syracuse, NY 13214
(315) 446-1284

Service Manager: Phillip Roberts

THE COMPANY

Years Active in TPM:	10 years	**Total Service Employees:**	4
Service Locations:	1	**Field Engineers:**	1
Geographic Coverage:	Central New York	**Field Support Specialists:**	2
Repair Depots:	1	**Administration:**	1
		Managers:	

PRODUCTS SERVICED

- Personal Computers
- Modems
- Processors
- Networks
- Software

BRANDS SERVICED

IBM, Apple, Epson, Corvus, Osborne, Compaq, Radio Shack, and Colombia.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

OMNITRONICS
1015 Merrick Road
Copiague, NY 11726
(516) 842-1391

President: George Lanzerotta

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Rixon Business, Seiko, Trecor Northern, DSD Computer, Add Multi Business, Data General, and Slow Rod Laser Systems.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

ON-LINE INTERNATIONAL, INC.
10740 Lyndale Avenue, South
Minneapolis, MN 55420
(612) 888-4444

President: Mike Lamb

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- PBX/PBAX
- Telephone Systems
- Modems
- Networks

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ORANGE COMPUTER CORPORATION
2545 Nashville Street
Orlando, FL 32805
(305) 841-1865

President: Jon Monberger

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	South/Florida	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Modems
- Networks
- Peripherals (disks, tapes, printers, othe
- Terminals (dumb, intelligent)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Sys

BRANDS SERVICED

Apple, IBM, DEC, Altos, Televideo, Columbia, Corvus, NEC, Amdex, Centronics, Epson, Kayp, Lear Siegler, Okidata, and Radio Shack (most major brands).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Serv

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TPM VENDOR PROFILE

OSSMANN COMPUTER TECHNOLOGY, INC. Service Manager: Jack Milne
6666 Old Collamer Road
East Syracuse, NY 13057
(315) 437-6666

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	9
Service Locations:	3	**Field Engineers:**	46
Geographic Coverage:	Upstate New York	**Field Support Specialists:**	
Repair Depots:	1	**Administration:**	2
		Managers:	1

PRODUCTS SERVICED

- CRTs
- Disks
- Terminals
- Modems
- Multiplexors

BRANDS SERVICED

DEC, Data Products, Juki, and Star Micronics.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

PCE SYSTEMS INC.
4219 S. Market Court
Sacramento, CA 95834
(916) 921-5454

President: Dave Alling

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Personal Computers
- Modems
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Any brand.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

PSI COMPUTER SERVICES INC.
11880 Mayfield
Livonia, MI 48150
(not listed)

President:

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	60-99
Service Locations:	12	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, grahics)

BRANDS SERVICED

DEC, IBM, DEC (mini repair), and most major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	100%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

PACIFIC BUSINESS SYSTEMS
2817 Tongass Avenue
Ketchikan, AK 99901
(907) 225-9608

Owner: Gary W. Sippel

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Alaska	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes, other
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

CDC, Point 4 Data (all lines), Televideo, Memory Devices, Soroc Tech, Weis Tech, Lear Siegler DEC, and Century Data Systems.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

PERIPHERALS
30001 Red Hill
Costa Mesa, CA 92626
(714) 540-4925

President: Ronald Carboy

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, tapes)

BRANDS SERVICED

All brands.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
	Preventive Maintenance		Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

PERTEC COMPUTER CORPORATION
17112 Armstrong Avenue
Irvine, CA 92713
(714) 660-0488

President: Robert Hagy

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

Major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

PHILIPS INFORMATION SYSTEMS
4040 McEwen
Dallas, TX 75234
(214) 386-5580

President: (not known)

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	200-499
Service Locations:	15	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	60-99
Repair Depots:	1	**Administration:**	20-59
		Managers:	20-59

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Networks
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

Phillips, IBM PC, Qume, Shugart, and Phillips peripherals.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	15%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

PLESSEY PERIPHERAL SYSTEMS, INC.
Division of Plessey Company Ltd.
17466 Daimler Avenue
Irvine, CA 92714
(714) 540-9115

President: Harry Kwak

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	60-99
Service Locations:	21	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Modems
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

DEC, Unibus, and Plessey Systems.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

PRECISION METHODS, INC.
8825 Telegraph Road
Lorton, VA 22079
(703) 339-7050

President: W. Sinclair

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	100-159
Service Locations:	9	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	5	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals (disks)

BRANDS SERVICED

IBM, Memorex, Dysan, Nashua, CDC, NCR, Burroughs, Athana, and all major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

35%	On-Site Maintenance	65%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

PRO COM SALES CORPORATION
2361 Devon Street
Elk Grove, IL 60018
(312) 860-1123

President: Mike Miller

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Workstations
- Terminals (dumb, intelligent, graphics)
- Peripherals (disks, printers, tapes)

BRANDS SERVICED

Adds, IMS, C. Itoh, Telleray, Televideo, Selanar, Weis Tech, and Data South Printers.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

PRO-MATION
1145 East South Union Avenue
Midvale, UT 84047
(801) 566-4655

President: Ron Davis

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Modems
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Point 4, Data Corporation, Altos, IBM PC, Star Technology, and Victor.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

PROCESS AUTOMATION CORPORATION
1018 Waterman Avenue
East Providence, RI 02914
(401) 434-2762

President: Gregory LaRoque

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Terminals (dumb)
- Word Processors
- Personal Computers
- Copiers
- Workstations
- PBX/PABX
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syster
- CAD/CAM Turnkey Systems
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)

BRANDS SERVICED

Scotch, 3M Magnetic Products, and most brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

PRODUCTION CONTROL SERVICES, INC.
20834 Lassen Street
Chatsworth, CA 91311
(213) 998-2715

President: Jay Webb

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Peripherals (disks, tapes)

BRANDS SERVICED

Ampex, Century Data, Memorex, CDC, IBM, Cal Corporation, and Diablo.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

PUGET SOUND COMPUTER SERVICE
3940 Wallingford Avenue, N.
Seattle, WA 98103
(206) 632-6211

President: Herbert Burke

THE COMPANY

Years Active in TPM:	18	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes)
- Personal-Computer-Based Turnkey Syste
- CAD/CAM Turnkey Systems

BRANDS SERVICED

Northstar, Corona, Tava, and Zorba.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

PYTEC SOUTH, INC.
11657 Adie Road
Maryland Heights, MO 63043
(314) 569-2294

President: (not known)

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Modems
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Printronix, LSI, Direct, Data Printer, Trilog, Printex, QMS, and Tekray.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

RCA SERVICE COMPANY
Route 38, Building 204-2
Cherry Hill, NJ 08004
(609) 338-4400

President: Donald M. Cook

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	2,500+
Service Locations:	180	**Field Engineers:**	2,400
Geographic Coverage:	Nationwide U.S.	**Field Support Specialists:**	30
Repair Depots:	4	**Administration:**	50
		Managers:	40

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Apple and all major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Servic

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TPM VENDOR PROFILE

R & M ASSOCIATES
Electronic Data Products Inc.
52 Park Avenue
Park Ridge, NJ 07656

Office Manager: Kathy Pignatello

THE COMPANY

Years Active in TPM: 12

Service Locations: Tri-state/ Washington (DC), Philadelphia, New Jersey, Connecticut, and New York

Geographic Coverage:

Repair Depots: 1

Total Service Employees: 45

Field Engineers: 20+

Field Support Specialists: 5+

Administration: 15

Managers: 5

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Modems

BRANDS SERVICED

DEC, Data General, Nova, Printronix, Imagen, terminals, printers, and all intelligent systems.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

RADIAN CORPORATION
United Products Division
8501 MoPac Boulevard
Austin, TX 78766
(512) 454-4797

President: James L. Grey

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	60-99
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

TI (most all compatibles) and Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

75%	On-Site Maintenance	23%	Repair Depot/Carry-in	2%	Remote Support Servi

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TPM VENDOR PROFILE

RANDOMEX DATA MAINTENANCE INC.
1100 E. Willow Street
Signal Hill, CA 90806
(213) 595-8301

President: Joseph Ludka

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

RAYTHEON SERVICE CORPORATION
2 Wayside Road
Burlington, MA 01807
(617) 272-2703

Manager for Overhaul Repair: Howard Hudson

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	600
Service Locations:	6	**Field Engineers:**	50-60
Geographic Coverage:	West Coast (CA), South (TX), East Coast, and Boston	**Field Support Specialists:**	9
Repair Depots:		**Administration:**	40
		Managers:	9

PRODUCTS SERVICED

- Modems
- Front-End Telecommunications
- Networks
- Mainframe
- Peripherals
- Terminals

BRANDS SERVICED

Lexitron.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

REYNOLDS AND REYNOLDS
800 Germantown Street
P.O. Box 1005
Dayton, OH 45401
(513) 443-2394

President: Terry Carter

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	200-499
Service Locations:	1	**Field Engineers:**	160-199
Geographic Coverage:	Entire U.S./ Durope, Canada, Australia	**Field Support Specialists:**	160-199
Repair Depots:	1	**Administration:**	60-99
		Managers:	20-59

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Terminals (dumb, intelligent)
- Personal Computers
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, others)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

TI, IBM PC, Onyx, and BPI.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

RICOH CORPORATION
Customer Services Division
4415 West Harrison, Suite 100
Hillside, IL 60162
(201) 575-6010

President: H. Kubo

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	200-499
Service Locations:	80	**Field Engineers:**	200-499
Geographic Coverage:	Entire U.S./ Canada	**Field Support Specialists:**	20-59
Repair Depots:	3	**Administration:**	20-59
		Managers:	20-59

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Copiers
- Workstations
- Personal-Computer-Based Turnkey Syste
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Ricoh, OEMs printer, CBT, Amdec, and Hamilton.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

99%	On-Site Maintenance	1%	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

ROCKY MOUNTAIN COMPUTERS, INC.
1315 N. Main Street
Durango, CO 81301
(303) 247-1009

President: Richard Taylor

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Copiers
- Modems
- Networks
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Apple, IBM, Vector, and Xerox.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ROYAL COMPUTER SERVICES
22 Myrtle Road
Portland, CT 06480
(203) 342-4238

Owner: Richard Fufaro

THE COMPANY

Years Active in TPM:	2	**Total Service Employees:**	3
Service Locations:	East/West	**Field Engineers:**	2
Geographic Coverage:		**Field Support Specialists:**	1
Repair Depots:	1	**Administration:**	
		Managers:	

PRODUCTS SERVICED

- Data Communications
- Printers
- Minicomputers
- Small Business Systems

BRANDS SERVICED

IBM PC, CDC, Diablo, Hazeltine, and Data General.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

RUF CORPORATION
1533 East Spruce
Olathe, KS 66061
(913) 782-8544

President: Jacob Ruf

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

All major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

S&S ELECTRONICS INC.
150 Industrial Avenue, E.
Lowell, MA 01852
(617) 458-8033

President: (not known)

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	20-59
Service Locations:	4	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Printronix Printers, Fujitsu Disk Drive, Cipher Tape D, and Imagen Laser Printers.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	10%	Repair Depot/Carry-in	10%	Remote Support Servic

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TPM VENDOR PROFILE

SEA, INC.
14602 N. US Highway 31
Carmel, IN 46032
(317) 846-2591

President: A. Donald Duke

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	20-59
Service Locations:	5	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Modems
- Front-End Processors
- Networks
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Micom Systems, Univ. Data Systems, Data Products, Adds, Remex, Avanti, Esprit, and Hazeltine.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	55%	Repair Depot/Carry-in	5%	Remote Support Services

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TPM VENDOR PROFILE

S.A.I.D., INC.
417 W. Broad Street
Falls Church, VA 22046
(703) 532-9190

President: R. Beach

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Terminals (dumb)
- Word Processors
- Workstations
- Minicomputer-Based Turnkey Systems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers)

BRANDS SERVICED

Amptex, NEC, Pertec, Centronix, Diablo, Qume, Shugart, and TI.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

SAGA ENGINEERING CORPORATION
20935 Nordhoff Street
Chatsworth, CA 91311
(818) 998-6066

President: Robert A. Gavert

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

BRANDS SERVICED

No Data

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SAUER COMPUTER SYSTEMS, INC.
1750 S. Brentwood Boulevard
St. Louis, MO 63144
(314) 962-0382

Vice President: Roger Gruen

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage: (St. Louis)	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Modems
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC, Corona, Plessey, and Apple.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

SCOPUS CORPORATION
333 Aiken Street
P.O. Box 1437
Lowell, MA 01853
(800) 225-0893

President: James Armstrong, Sr.

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	100-159
Service Locations:	20	**Field Engineers:**	60-99
Geographic Coverage: Canada, and Bermuda	Entire U.S.	**Field Support Specialists:**	20-59
Repair Depots:	1	**Administration:**	20-59
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, tapes)

BRANDS SERVICED

IBM, DEC, and most major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SECTOR SYSTEMS INC.
(now ABC Office Equipment)
912 E. 15th Avenue
Anchorage, AK 99501
(907) 563-8825

President: (not known)

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Alaska	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent)

BRANDS SERVICED

Alpha Micro, Raytheon, Franklin, Printronix, C. Itoh, Cavona, Osborne, Okidata, and Epson.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servi

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TPM VENDOR PROFILE

SEDTRONICS
3052 Scott Boulevard
Santa Clara, CA 95050
(408) 727-3117

President: (not known)

THE COMPANY

Years Active in TPM:	3.5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Xerox, Boschert, Ampex, and Calma.

SERVICES PROVIDED

X	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SERVICE INFOSYSTEMS, INC.
3699 W. Henrietta Road
Rochester, NY 14623
(716) 334-9126

President: Joe Patton

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S. Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Data Communications
- Management Consulting Services

BRANDS SERVICED

Data General and IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servic

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TPM VENDOR PROFILE

SERVICELAND, INC.
5565 Lindero Canyon Road, Suite 325
Westlake Village, CA 91362
(805) 495-8045

President: George O. Harmon

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Word Processors
- Personal Computers
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, Apple, Corona, UniData, and Qume Printer Boards.

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

SERVITECH, INC.
1409 Centro Circle Drive
Downers Grove, IL 60515
(312) 620-8750

President: S. Michael Smith

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Terminals
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey System
- Modems
- Front-End Processors
- Peripherals (disks, tapes, printers, other)

BRANDS SERVICED

AlphaMicro, DCC, Digidyne, Startech, Point 4, DG, DEC, General Automation, Nixdorf, Radio Shack, Randall, Royal, IBM, Tandy, and Commodore.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

66%	On-Site Maintenance	34%	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

SHIELDS BUSINESS MACHINES, INC.
410 North 8th Street
Philadelphia, PA 19129
(215) 922-6161

President: William J. Shields

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	20-59
Service Locations:	5	**Field Engineers:**	20-59
Geographic Coverage:	East Coast/ South	**Field Support Specialists:**	1-19
Repair Depots:	5	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM and Xerox.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

95%	On-Site Maintenance	3%	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

SIMPACT ASSOCIATES, INC.
5520 Ruffin Road
San Diego, CA 92123
(619) 565-1865

President: David Brehe

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

DEC (all compatibles).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

SIRIUS COMPUTER
14600 Golden West Street, Suite A-101
Westminster, CA 92683
(714) 895-2229

President: Mel Knutsen

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Workstations
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent graphics)

BRANDS SERVICED

Data General (most all compatible terminals and peripherals), Wang Processors, and Kennedy Disk Drives.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SOFTWARE SOLUTIONS INC.
125 Applewood Mall
42nd and Center Streets
Omaha, NE 68105
(402) 422-1234

President: Jim Diprema

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Peripherals
- Terminals (dumb, intelligent)
- Personal Computers
- Workstations
- PBX/PABX
- Modems
- Front-End Processors
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Software Systems
- Software Applications

BRANDS SERVICED

Data General, Lear Siegler, TI, DEC, Apple, IBM, and Xerox.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	25%	Repair Depot/Carry-in	5%	Remote Support Service

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TPM VENDOR PROFILE

SOLUTIONS, INC.
1527 Versailles Road
Lexington, KY 40504
(918) 369-1980

President: Al Humphreys

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SPECTRUM INTERNATIONAL
6101 W. Centinela Avenue
Culver City, CA 90230
(213) 417-5150

President: James Toellner

THE COMPANY

Years Active in TPM:	18	**Total Service Employees:**	20-59
Service Locations:		**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S., Europe, Canada, Australia, and New Zealand	**Field Support Specialists:**	1-19
Repair Depots:		**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Applications Software

BRANDS SERVICED

Any software (application).

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

100%	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Servi

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TPM VENDOR PROFILE

STAFF COMPUTER TECHNOLOGY
10457 Rosell Street, Suite J
San Diego, CA 92121
(619) 453-0303

President: Lou Benton

THE COMPANY

Years Active in TPM:	13	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Modems
- Peripherals (disks, tapes, printers, other)
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC and some others.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SYCOM, INC.
4215-A Walney Road
Chantilly, VA 22021
(703) 830-0700

President: Alice French

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	2	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Systems Software
- Applications Software
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Syste

BRANDS SERVICED

Televideo, IBM (PC and XT), Zenith, Intertec, Hazeltine, Hewlett-Packard, and Data Systems.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

SYSTEC, INC.
P.O. Box J
Sanford, FL 32772
(305) 323-0230

President: George P. Fletcher

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	20-59
Service Locations:	15	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	6	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM, NAI, Telex, DEC, Memorex, Hewlett-Packard, Amdahl, STC, Perkin-Elmer, and CDC.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	8%	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

SYSTEMS INDUSTRIES
1855 Barber Lane
Milpitas, CA 95035
(408) 942-1212

President: Harold Shattuck

THE COMPANY

Years Active in TPM:	14	**Total Service Employees:**	200-499
Service Locations:	28	**Field Engineers:**	100-159
Geographic Coverage:	Entire U.S./ Europe, Australia, and Asia	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, tapes)
- Software Systems

BRANDS SERVICED

CDC, CDS, Telex, Fujitsu, and STC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SYSTEMS HARDWARE SUPPORT, INC.
1493 Chain Bridge Road, Suite 100
McLean, VA 22101
(703) 821-1505

General Manager: David Brass

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- CAD/CAM Turnkey Systems
- Modems
- Networks
- Peripherals (disks, tapes, printers, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

IBM, Data General, TI, Digital, NEC, Hewlett-Packard, Apple, Point 4, DEC, Adds, Televideo, Lear Siegler, Diablo, Tally, Qume, and most all major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

SYSTEMS SPECIALIST CONSULTANTS
374 S. Milpitas Boulevard
Milpitas, CA 95035
(408) 942-0300

President: Carl Joines

THE COMPANY

Years Active in TPM:	2.5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Small Business Systems
- Personal Computers
- Workstations
- Personal-Computer-Based Turnkey Syste
- Front-End Processors
- Peripherals (disks, printers, tapes, others
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, STC, Amdahl, ISS, and Memorex.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Servic

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TPM VENDOR PROFILE

TRW CUSTOMER SERVICE DIVISION
70 New Dutch Lane
Fairfield, NJ 07006
(201) 575-7110

President: Maynard B. Smith

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	3,000+
Service Locations:	200+	**Field Engineers:**	2,400+
Geographic Coverage:	Nationwide (U.S.)	**Field Support Specialists:**	40
Repair Depots:	3	**Administration:**	120
		Managers:	150

PRODUCTS SERVICED

- Personal Computers
- Minicomputers
- Mainframes
- Peripherals
- Terminals

BRANDS SERVICED

IBM, DEC, Cromemco, Televideo, Hazeltine, Altos, Ampex, Anadex, Adds, Fujitsu, Docutel/Olivetti, Esprit, Rixon, Commodore, Data Products, Data Systems, Micromation, QMS, Tymshare, Vector Graphics, Okidata, TI, NEC, Lear Siegler, Diablo, and BDS.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

TEKSERV
6 Kidder Road
Chelmsford, MA 01824
(617) 256-3439

President: Brian J. Gurney

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

SERVICES PROVIDED

X	Manufacturer Warranty		Installation		Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease	X	Other (Instrumentation Repair - Calibration)		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

TEL-TEX
2825 W. 11th Street
Houston, TX 77008
(713) 868-6000

President: Thomas W. Moore

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	100-159
Service Locations:	5	**Field Engineers:**	20-59
Geographic Coverage:	South	**Field Support Specialists:**	20-59
Repair Depots:	2	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Prentice, Anderson Jacobson, TI, Data Products, Ventel, DEC, C. Itoh, Visual Technologies, and Televideo.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	40%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

TELE TERMINALS, INC.
15400 Lincoln Road
Oak Park, MI 48234
(313) 968-6363

Assistant to the President: June Scott

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

Independent Depot Repair

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

TELEFILE COMPUTER PRODUCTS CORPORATION
17131 Daimler Street
Irvine, CA 92714
(714) 557-6660

President: Samuel Edens

THE COMPANY

Years Active in TPM:	16	**Total Service Employees:**	20-59
Service Locations:	12	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1-3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes

BRANDS SERVICED

Xerox and Telefile.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

TERMINALS UNLIMITED INC.
350 S. Washington Street
Falls Church, VA 22046
(703) 237-8666

President: David Owens

THE COMPANY

Years Active in TPM:	4	**Total Service Employees:**	60-99
Service Locations:	40	**Field Engineers:**	60-99
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Modems
- Front-End Processors
- Networks
- Systems Software
- Applications Software
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Agile, Amex, Anderson Jacobson, Beehive, Datasouth, Diablo, Qume, Renex, and Soroc.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance		Refurbishment
	Engineering Changes		Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	8%	Repair Depot/Carry-in	2%	Remote Support Services

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TPM VENDOR PROFILE

THREE DELTA CORPORATION
1038 Kiel Court
Sunnyvale, CA 94089
(408) 734-2680

President: Mike Amanatulha

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	Entire U.S./ Europe, Canada, and Australia	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Peripherals (disks, tapes, printers)
- Terminals (dumb)

BRANDS SERVICED

DEC, Data General, and compatible peripherals.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	100%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

TOKEN CORPORATION
29226 Orchard Lake Road
Farmington Hills, MI 48018
(313) 851-0447

President: Ken Stokes

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Midwest/Local	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (printers)
- Keypunch

BRANDS SERVICED

Centronix and Tally.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

TOSC INTERNATIONAL INC.
5433 Westheimer, Suite 1105
Houston, TX 77056
(713) 961-1201

President: Glenn Stancil

THE COMPANY

Years Active in TPM:	8	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Systems Software
- Applications Software

BRANDS SERVICED

Large-scale Honeywell.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

TOTAL TEC PLAZA
Clyde Avenue
Hopelawn, NJ 08861-1593
(201) 826-8900

President: Andrew Simons

THE COMPANY

Years Active in TPM:	11	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey System
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Most major brands, DEC, and Perkin-Elmer.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

TOTAL TECHNICAL SERVICES
13405 York Road
North Royalton, OH 44133
(216) 237-8363

President: George Stackfletch

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S./ Europe/Brazil	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Modems
- Front-End Processors
- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM, NCR, Telex, STC, and Memorex.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

TRANSNET CORPORATION
1945 Route 22
Union, NJ 07083
(201) 688-7800

President: John Wilk

THE COMPANY

Years Active in TPM:	15	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Apple, Digital, TI, Lear Siegler, Altos, Digital Engineering, and NEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Service

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TPM VENDOR PROFILE

TRISTAR DATA SYSTEM
2 Keystone Avenue
Cherry Hill, NJ 08003
(609) 424-4700

President: Daniel Brown

THE COMPANY

Years Active in TPM:	3	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Minicomputer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Victor, Corvis, Intertex, and IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

TYMSHARE
Computer Systems and Support
39100 Liberty Street
Fremont, CA 94538
(415) 794-2416

Director: Dennis C. Edstrom

THE COMPANY

Years Active in TPM:	9	**Total Service Employees:**	250+
Service Locations:	35	**Field Engineers:**	200
Geographic Coverage:	Nationwide	**Field Support Specialists:**	N/A
Repair Depots:	1	**Administration:**	20-49
		Managers:	20-49

PRODUCTS SERVICED

- Mainframes
- Peripherals
- Minicomputers

BRANDS SERVICED

DEC, Able, Ampex, Control Data, Cypher, Data Products, IBM, Emulex, Fujitsu, Kennedy, Printronix, Prime, Systems Industries, Western Peripherals, Xerox, and most major brands.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	X	Remote Support Service

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TPM VENDOR PROFILE

URS
66 Montvale Avenue
Stoneham, MA 02180
(617) 438-4300

President: Thomas McHugh

THE COMPANY

Years Active in TPM:	16	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Personal Computers
- Workstations
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

60%	On-Site Maintenance	40%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

ULTIMATE COMPUTER SERVICES
Field Engineering Division
30 Broad Street
Denville, NJ 07834
(201) 625-8700

President: (not known)

THE COMPANY

Years Active in TPM:	12	**Total Service Employees:**	100
Service Locations:	2	**Field Engineers:**	60
Geographic Coverage:	Northeast U.S.	**Field Support Specialists:**	
Repair Depots:	2	**Administration:**	20
		Managers:	20

PRODUCTS SERVICED

- Mainframes
- Peripherals
- Personal Computers
- Terminals
- Microcomputers

BRANDS SERVICED

IBM.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

UNITRACE, INC.
3350 Scott Boulevard #20
Santa Clara, CA 95054
(408) 727-7573

President: Jack Lang

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	35
Service Locations:	1	**Field Engineers:**	N/A
Geographic Coverage:	International	**Field Support Specialists:**	N/A
Repair Depots:	1	**Administration:**	5
		Managers:	3

PRODUCTS SERVICED

- Peripherals (disks and printers)
- Mainframes and Minicomputers (disks and peripherals)
- Microcomputers
- Small Business Systems

BRANDS SERVICED

Ampex, CDC, Memorex, ISS/Sperry, IBM (PC, XT, PCC), Diablo, and Data Products.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	X	Other (circuit-board-level repair)		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

UNITRONIX
50 County Line Road
Somerville, NJ 08876
(201) 231-9400

President: (not known)

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal Computer-Based Turnkey Systems
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers, other)

BRANDS SERVICED

DEC, Digital, Emulex, Wyse, CDC, Microterm, and C.I.E.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

VICTOR ELECTRONICS CORPORATION
304 Turnpike Road
Southboro, MA 01772
(617) 481-4010

President: Victor J. Melfa

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

W. A. BROWN INSTRUMENTS, INC.
P.O. Box 513
Orlando, FL 32802
(305) 425-5505

Regional Sales Manager: Ed Butcher

THE COMPANY

Years Active in TPM:	20	**Total Service Employees:**	30
Service Locations:	12	**Field Engineers:**	14
Geographic Coverage:	S.E. Region/ Houston (TX), Orlando (FL)	**Field Support Specialists:**	3
Repair Depots:	1	**Administration:**	6
		Managers:	2

PRODUCTS SERVICED

- Data Communications
- Peripherals

BRANDS SERVICED

TI, Data Products, GE, NEC, Info Systems, Computer International, Visual Technology, Esprit, Intermec, Florida Data, Hazeltine, and CIE Printers.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes		Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Service

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TPM VENDOR PROFILE

WEATHERFORD COMPUTER SYSTEMS GROUP
1020 S. Arroyo Parkway
Pasadena, CA 91105
(213) 682-3641

President: (not known)

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

TI (compatible peripherals).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

WELLING ELECTRONICS SERVICE COMPANY
529 North 33rd
Omaha, NB 68131
(402) 342-6564

President: Greg Welling

THE COMPANY

Years Active in TPM:	24	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- CAD/CAM Turnkey Systems

BRANDS SERVICED

DEC VAX, Qantel, Data General, and Prime.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance		Repair Depot/Carry-in		Remote Support Service

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TPM VENDOR PROFILE

WESTERN COMPUTING CORPORATION
537 E. Osborn Road
Phoenix, AZ 85012
(602) 274-0383

President: Don Johnson

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Word Processors
- Workstations
- Minicomputer-Based Turnkey Systems
- Modems
- Peripherals (disks, tapes, printers, others)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Alpha Micro (compatibles).

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
___	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

WESTERN UNION TELEGRAPH COMPANY
Field Service Division
One Lake Street (Arrow Road)
Upper Saddle River, NJ 07458
(201) 934-0200

President: John J. Casey

THE COMPANY

Years Active in TPM:		**Total Service Employees:**	2,000+
Service Locations:	450	**Field Engineers:**	1,600
Geographic Coverage:	Nationwide	**Field Support Specialists:**	
Repair Depots:	8	**Administration:**	100+
		Managers:	100+

PRODUCTS SERVICED

- All Types

BRANDS SERVICED

Major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Service

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TPM VENDOR PROFILE

WILLIAM MAXION COMPANY
84 Kennedy Street
Hackensack, NJ 07601
(201) 343-4554

President: (not known)

THE COMPANY

Years Active in TPM:	35	**Total Service Employees:**	20-59
Service Locations:	3	**Field Engineers:**	20-59
Geographic Coverage:	East Coast	**Field Support Specialists:**	1-19
Repair Depots:	3	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Word Processors
- Personal Computers
- Workstations
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- CAD/CAM Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

IBM (specifically).

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

50%	On-Site Maintenance	50%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

WILLIAM MILLER AND ASSOCIATES INC. President: William Miller
8380 SW 151st Street
Miami, FL 33158
(305) 233-1216

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Answering Service Only

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

WORLD COMPUTER WORKS, INC.
520 West Winthrop
Addison, IL 60101
(312) 529-6316

President: (not known)

THE COMPANY

Years Active in TPM:	N/A	**Total Service Employees:**	N/A
Service Locations:	N/A	**Field Engineers:**	N/A
Geographic Coverage:	N/A	**Field Support Specialists:**	N/A
Repair Depots:	N/A	**Administration:**	N/A
		Managers:	N/A

PRODUCTS SERVICED

BRANDS SERVICED

No Data

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
___	Preventive Maintenance	___	Remedial Maintenance	___	Refurbishment
___	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

___	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

WYBRITE, INC.
3839 Washington Avenue, N.
Minneapolis, MN 55410
(612) 588-7501

Sale Marketing Director: Dave Mrocek

THE COMPANY

Years Active in TPM:	11 years	**Total Service Employees:**	10
Service Locations:	1	**Field Engineers:**	8
Geographic Coverage:	Greater twin cities	**Field Support Specialists:**	2
Repair Depots:	1	**Administration:**	2
		Managers:	2

PRODUCTS SERVICED

- Minicomputers
- Small Business Computers
- Peripherals
- Terminals
- Unit Record Aperture Handling
- Modems

BRANDS SERVICED

IBM, Zenith, Epson, Diablo, and Okidata.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

WYLE LABORATORIES
3200 Magruder Boulevard
Hampton, VA 23666
(804) 865-0000

President: (not known)

THE COMPANY

Years Active in TPM:	16	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	20-59
Geographic Coverage:	East Coast (VA)	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Small Business Systems
- Word Processors
- Personal Computers
- Workstations
- Modems
- Front-End Processors
- Networks
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

All major brands, IBM, Apple, and TI.

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
___	Software Maintenance	X	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

90%	On-Site Maintenance	10%	Repair Depot/Carry-in	___	Remote Support Services

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TPM VENDOR PROFILE

XEROX CORPORATION
Xerox Square, 025
Rochester, NY 14644
(800) 833-4567

President: (not known)

THE COMPANY

Years Active in TPM:	1	**Total Service Employees:**	800
Service Locations:	92	**Field Engineers:**	600
Geographic Coverage:	Nationwide/ Canada	**Field Support Specialists:**	
Repair Depots:	2	**Administration:**	50
		Managers:	30

PRODUCTS SERVICED

- Personal computers
- Peripherals (copiers, printers)

BRANDS SERVICED

Amdek, Corona, Diablo, Epson, Okidata, Osborne, Shugart, STM, Data South, Compupro, Morrow Designs, Applied Computer Sciences, Liberty Electronics, IBM, and DEC.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	___	Refurbishment
X	Engineering Changes	___	Conversion/Upgrade	___	Training
___	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in	X	Remote Support Services

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TPM VENDOR PROFILE

XMARK CORPORATION
3176 Pollman, Unit 119
Costa Mesa, CA 92626
(714) 556-9210

President: (not known)

THE COMPANY

Years Active in TPM:	10	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems
- Systems Software
- Applications Software
- Word Processors
- Personal Computers
- Workstations
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Ontel, Visual, and XMark.

SERVICES PROVIDED

X	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Services

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TPM VENDOR PROFILE

XYRTIN XOLUTIONS, INC.
2444 Palm Drive
Long Beach, CA 90806
(213) 595-5727

President: John Bond

THE COMPANY

Years Active in TPM:	5	**Total Service Employees:**	20-59
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	West Coast	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Personal Computers
- Systems Software
- Applications Software
- Modems
- Front-End Processors
- Networks
- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey System
- Peripherals (disks, printers, tapes, other)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Data General (all compatibles), CDC, Eclipse, Bytronix, Century Data, Televideo, IBM, and Apple

SERVICES PROVIDED

___	Manufacturer Warranty	X	Installation	X	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	X	Training
X	Software Maintenance	X	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Service

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TPM VENDOR PROFILE

YANKEE TECHNICAL INDUSTRIES
21 Quigley Avenue
N. Chelmsford, MA 01863
(617) 251-3251

President: Bill Eaton

THE COMPANY

Years Active in TPM:	7	**Total Service Employees:**	1-19
Service Locations:	1	**Field Engineers:**	1-19
Geographic Coverage:	Entire U.S.	**Field Support Specialists:**	1-19
Repair Depots:	1	**Administration:**	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers
- Small Business Systems
- Systems Software
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, Data Point, Plessey, Pertec, and Memorex.

SERVICES PROVIDED

___	Manufacturer Warranty	___	Installation	___	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	X	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	___	Training
X	Software Maintenance	___	Programming/Consulting	___	Supplies/Accessories
___	Equipment Sale/Lease	___	Other _____		

SERVICE DELIVERY MODES

X	On-Site Maintenance	___	Repair Depot/Carry-in	___	Remote Support Services

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